2014/15 Report on Multiculturalism

BRITISH COLUMBIA

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Letter to the Lieutenant Governor of the Province of British Columbia

To Her Honour
The Lieutenant Governor of the Province
of British Columbia

May it please Your Honour:

Pursuant to section 7(3) of the *Multiculturalism Act*, I respectfully submit the 21st annual report on the operation of the Act. This report covers the activities for the 2014/15 fiscal year.

Respectfully submitted,

Teresa Wat

Honourable Teresa Wat
Minister

Ministry of International Trade and
Ministry Responsible for Asia Pacific Strategy
and Multiculturalism

Letter to the Minister

Honourable Teresa Wat
Ministry of International Trade
and Ministry Responsible for Asia Pacific Strategy
and Multiculturalism

Honourable Minister:

I respectfully submit the Report on Multiculturalism: Government of British Columbia 2014/15. This report documents the activities of the Government of British Columbia, and Crowns in support of the *Multiculturalism Act* for 2014/15.

Sincerely,

Clark Roberts

Clark Roberts
Deputy Minister

Ministry of International Trade and
Ministry Responsible for Asia Pacific Strategy and
Multiculturalism

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Minister's Message

It is a pleasure to present the annual Report on Multiculturalism: Government of British Columbia (2014–2015). For 21 years, each government ministry and corporation has submitted a report to the Minister Responsible for Multiculturalism that highlights initiatives that foster and sustain an internal culture of inclusion throughout the British Columbia government and beyond, and ensures that public services are accessible to all British Columbians.

Cultural diversity and increased participation by all cultures is vitally important to a strong social and economic future for British Columbia. As the Minister Responsible for Multiculturalism, I am proud to see the B.C. Government and its agencies working to empower communities throughout B.C. in their promotion of our multicultural roots.

Many events were held over the course of the year to promote and celebrate British Columbia's multicultural values. For example, government recognized some of B.C.'s standout multicultural champions at the fifth British Columbia Multicultural Awards. And the Royal British Columbia Museum showcased exhibits designed to reflect B.C.'s multicultural society including 'Traditions in Felicities – Celebrating 155 Years of Victoria's Chinatown'.

As the most ethnically diverse province in Canada, British Columbia welcomes nearly 40,000 immigrants to B.C. every year. Our strength is our people — it took many hands from various cultures to build this province. Today, British Columbia is proof that people from different cultures and traditions can build vibrant, thriving and respectful communities.

I would like to thank the Multicultural Advisory Council for the hard work they have done this year and acknowledge their valuable contributions to multiculturalism in B.C. for over 27 years.

Teresa Wat

Honourable Teresa Wat
Minister

Ministry of International Trade and
Ministry Responsible for Asia Pacific Strategy
and Multiculturalism

Multicultural Advisory Council

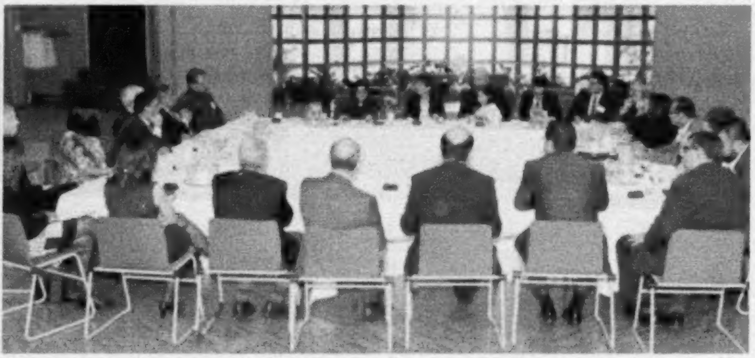
Established in 1988, the Provincial Multicultural Advisory Council (MAC) has a mandate to advise the Minister Responsible for Multiculturalism on issues related to multiculturalism and to perform any other duties or functions specified by the Minister as set out in the Provincial Multiculturalism Act.

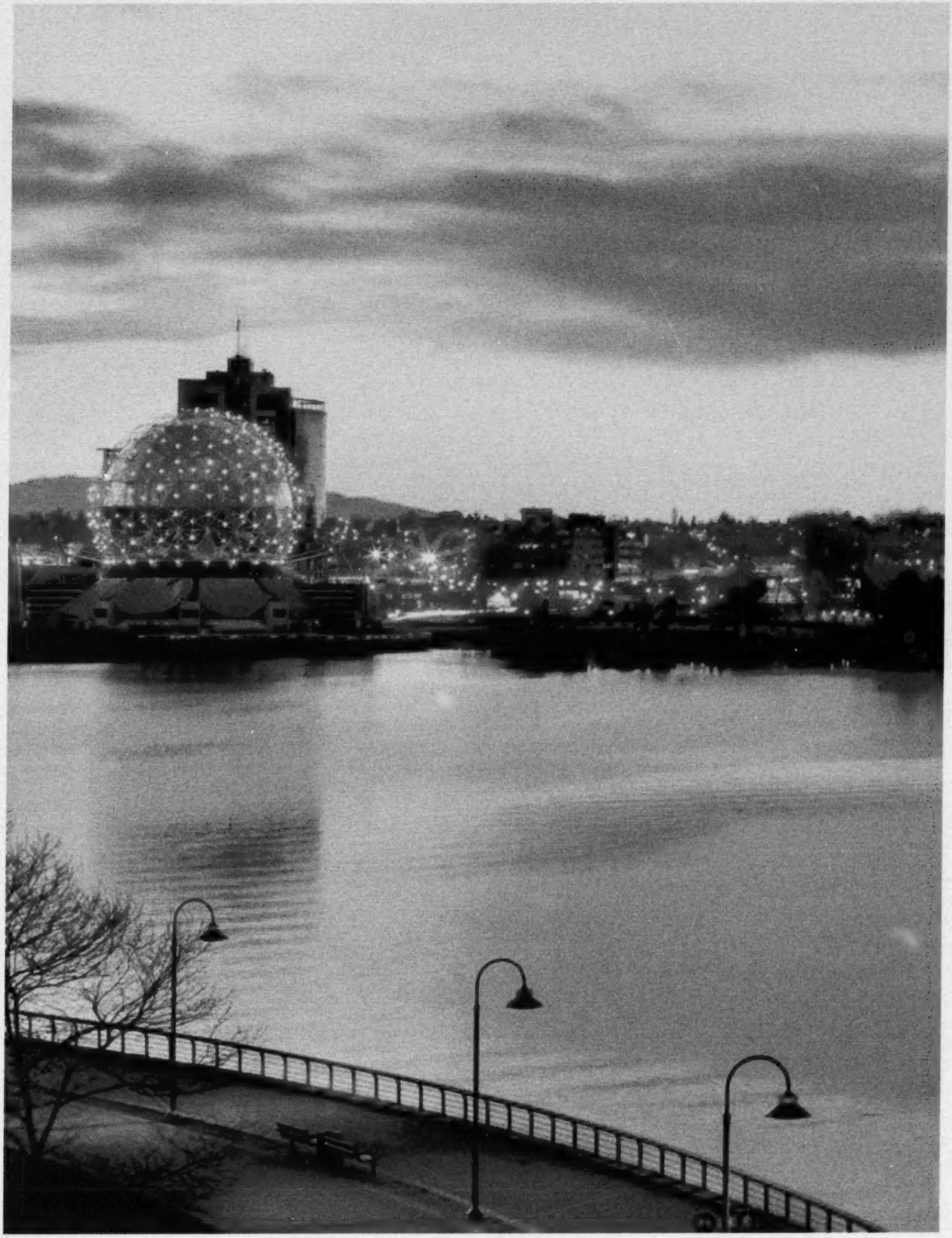
The MAC members, who have expertise in multiculturalism, community work and business, are appointed by the Lieutenant Governor in Council from communities across B.C. Since December 2013 the council has focused on the values of prosperity, diversity and inclusiveness. MAC members help promote economic opportunity, prosperity and inclusiveness in communities across the province while simultaneously positioning the province for long term growth and creating jobs for British Columbians.

COMMUNITY ENGAGEMENT MEETINGS

The MAC supports the Ministry of International Trade in working with provincial multicultural organizations to partner and participate in the activities of the BC Government. This year a series of community forums were held to promote engagement with a cross section of multicultural communities. Feedback from these forums, which included participation by community leaders, businesses and non-profit organisations, was collected and recorded for the Ministry for consideration in the development of Provincial programming.

- » Korean Business-Community Engagement forum held June 26, 2014 to identify how the Korean Canadian business community and the BC mainstream business community need to take advantage of international linkages.
- » Breaking the Corporate Glass Ceiling for Ethnic Women forum held November 21, 2014 at the Business Council of British Columbia to discuss the experience of ethnic women and how they manage their careers.
- » Community forum with United Black Canadian Community Association held January 29, 2015 to discuss the United Black Canadian Community Association's intention to re-establish the culture, church and community of Hogan's Alley.
- » Chinese Community Engagement forum held March 13, 2015 to discuss best practices when accommodating incoming trade missions from China, specifically when promoting BC's cultural assets and connections.
- » South Asian Businesses Community Engagement forum held March 17, 2015 at the Ismaili Centre (Burnaby) to discuss how the community is leveraging its cultural connections in business/trade.
- » Tri-Cities Business Community Engagement forum held March 26, 2015 with Korean, Chinese, Iranian and Filipino leaders from the Tri-Cities Chamber of Commerce to discuss how the community is leveraging its cultural connections in business and trade.





THE BRITISH COLUMBIA MULTICULTURALISM AWARDS

The Multicultural Advisory Council is proud of the multicultural accomplishments of British Columbians which provide inspiration to others to support a provincial multiculturalism vision of prosperous and inclusive communities.

The MAC provided valuable experience and expertise in supporting the fifth annual Provincial Nesika Awards (renamed BC Multiculturalism Awards in June 2015). Attended by a historic high of more than 400 people at the Science World OMNIMAX Theatre in April 2014, the awards were presented by the Honourable Teresa Wat, Minister of International Trade and Responsible for Asia Pacific Strategy and Multiculturalism.

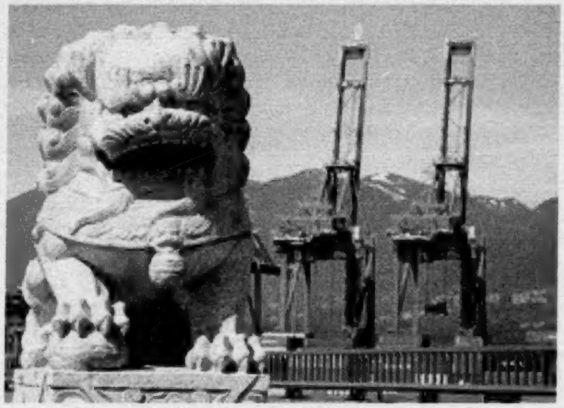
The fifth annual event also mentioned in the 2013/14 Report on Multiculturalism (nomination period) honoured individuals and organizations that promoted diversity and inclusion in British Columbia with awards given in five categories - Individual, Business, Organization, Youth and, new this year, Multicultural Excellence in Government. The new category recognizes the commitment made by government organizations to promote multiculturalism, both internally and externally.

All recipients received a trophy. Recipients in the first four categories also received a $5,000 cheque to donate to a recognized organization of their choice that advances multiculturalism in B.C.

It's a privilege to see so many members of the community striving to make BC more prosperous and inclusive.

Respectfully submitted,

Tenzin Khangsar
Chair of the Multicultural Advisory Council for B.C.



CURRENT MEMBERSHIP OF THE MULTICULTURAL ADVISORY COUNCIL (JANUARY 2016) :

Tenzin Khangsar (Chair)
Dennis Chan
Garrison Duke
Angela Hollinger
Steve H. Kim
Anar Popatia
Tanveer M. Siddiqui

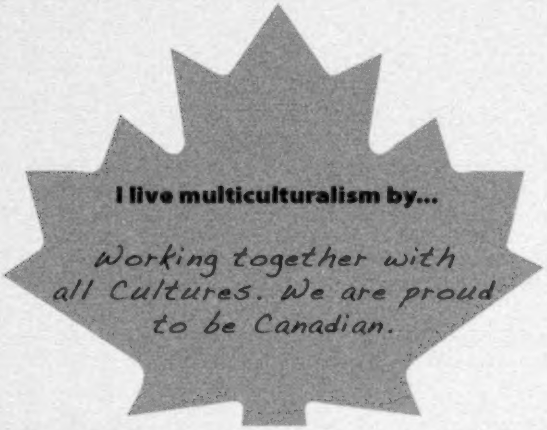
Ministry of Aboriginal Relations and Reconciliation

B.C. is home to 203 First Nations and over 60,000 Métis citizens. First Nations and Métis peoples have long held that they are separate and distinct from the various ethnic minorities identified in British Columbia.

The foundation of the Province's relationship with First Nations is built on a number of historic events such as the Royal Proclamation of 1763 and Section 35 of the 1982 Canadian Constitution. Case law also guides the relationship between Aboriginal peoples and the Province of B.C.

This report includes:

- Highlights of the ministry's work to recognize diversity and inclusion within its workforce.
- Information on the ministry's contributions to closing the socio-economic gaps between the Aboriginal peoples of B.C. and other British Columbians.



I live multiculturalism by...

Working together with all Cultures. We are proud to be Canadian.

MANDATE

The Ministry of Aboriginal Relations and Reconciliation (MARR) is the provincial lead for pursuing reconciliation with the Aboriginal peoples of British Columbia. Through ongoing dialogue guided by the *Transformative Change Accord*, the *New Relationship* and the *Métis Nation Relationship Accord*, the ministry develops partnerships with Aboriginal organizations, First Nations and Métis communities.

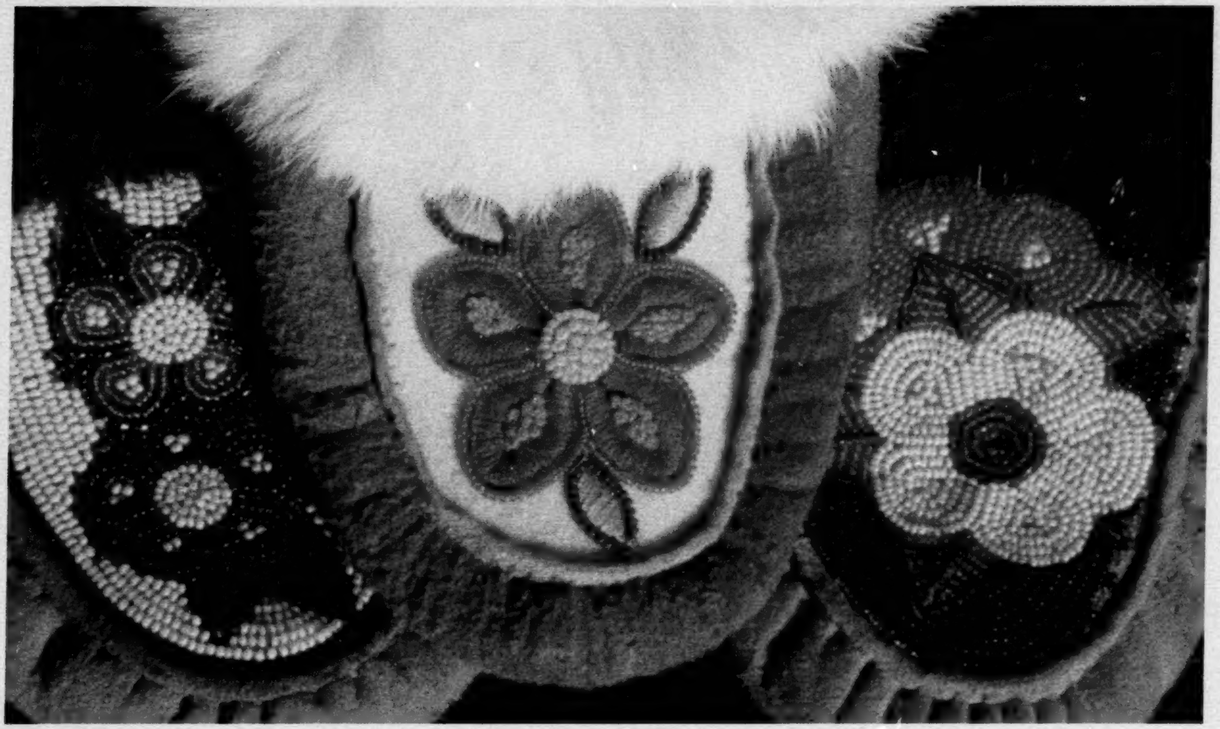
EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry is committed to multiculturalism within its workplace and in the external activities it undertakes to meet its mandate. As the lead on reconciliation with Aboriginal peoples in B.C., the ministry uses a community-needs approach to engagement with Aboriginal peoples. Areas of engagement include consultation and accommodation agreements, third-party policy development, protocol and relationship building.

KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Approximately 78 per cent of self-identified Aboriginal people live in urban areas with approximately 23 per cent living in Vancouver. Aboriginal youth are the fastest-growing demographic in British Columbia, with almost 50 per cent of the Aboriginal population under age 25. Given these unique demographics, the ministry recognizes that it is essential for ministry staff to have a fulsome understanding of the cultural and historic diversity of Aboriginal peoples in B.C.

To build this understanding, ministry Executive members support diversity in the workplace through a number of initiatives such as: Building Respectful Workplaces training, the ministry's Strategic Renewal Project, Celebrating our Diversity events (Public Service Week) and the Employee Advisory Forum. Staff are encouraged to participate in ministry-wide conference calls and are provided with direct opportunities to speak with Executive. Throughout the year, the ministry hosts a MARR 101 Learning Series and provides regular content to the Aboriginal Relations Resource Centre website accessible to all public service staff.



HIGHLIGHTS OF INITIATIVES

The ministry supports several Aboriginal organizations and partners including the:

- Unified Aboriginal Youth Collective;
- B.C. Association of Aboriginal Friendship Centres;
- Métis Nation of BC;
- First Peoples Cultural Council;
- MARR Minister`s Advisory Council on Aboriginal Women (MACAW); and
- First Nations Leadership Council.

Funding to these organizations allows for an array of cultural and social skills training and development initiatives. Such initiatives include transportation for Elders to the annual Elders' Gathering, student bursary programs, the Off-reserve Aboriginal Action Plan, and language and culture camps. Notable achievements/initiatives include the following:

BUSINESS ADVISORY CENTRES IN CRANBROOK, FORT ST. JOHN AND PRINCE GEORGE

- Provide support to Aboriginal entrepreneurs with business start-ups or expansion, partnerships, and planning.

ABORIGINAL BUSINESS AND ENTREPRENEURSHIP SKILLS TRAINING (BEST) INITIATIVE

- Provides a 12-part training series at no charge to participants in Aboriginal communities across B.C. The training series takes people through the steps of building a business, from market research to developing a business plan.

B.C. ABORIGINAL BUSINESS AWARDS

- An annual awards program that recognizes outstanding Aboriginal business accomplishments. This event is the premiere recognition event for Aboriginal businesses in B.C. It is an exciting celebration of Aboriginal entrepreneurs from across the Province

FIRST CITIZENS FUND

- A perpetual fund created in 1969. It supports cultural, educational and economic development programs for Aboriginal people, communities and businesses in B.C., and it helps fund Aboriginal organizations offering services in these areas.

MINISTER'S ADVISORY COUNCIL ON ABORIGINAL WOMEN AND THE MEMORANDUM OF UNDERSTANDING REGARDING STOPPING VIOLENCE AGAINST ABORIGINAL WOMEN AND GIRLS

- Support provincial government's throne speech commitment to create a long-term, comprehensive strategy to move towards a violence-free B.C. so that all women, including Aboriginal and vulnerable women and girls, have the supports they need to prevent violence, to escape from violent situations and to recover if they have been victims of crime.

UNIFIED ABORIGINAL YOUTH COLLECTIVE

- Provides an Aboriginal youth voice within government. The UAYC formed in 2006 with the purpose to unify the diverse groups of Aboriginal youth in British Columbia to establish a common voice to bring forward to government.

GATHERING OUR VOICES

- The ministry supports a provincial Aboriginal youth conference hosted by the BC Association of Aboriginal Friendship Centres.

LANGUAGE REVITALIZATION

- A Reconciliation Offering: four language champions from across British Columbia shared with ministry staff their efforts to revitalize their languages, highlighting the richness of First Nations languages and cultures. B.C. is home to 60% of First Nations languages in Canada with 34 unique languages.

CROSS-GOVERNMENT

In addition to providing assistance to our Aboriginal partners, the ministry provides cross-ministerial and line agency support by providing strategic advice on Métis, First Nation and Aboriginal policies and initiatives.

In addition, many of MARR's learning series opportunities, such as the Language Reconciliation speaking engagements, are open to all government staff.

MARR works across government and in partnership with Aboriginal people in areas of education, housing and infrastructure, health, economic development, and Crown-Aboriginal relations to close the socio-economic gaps between Aboriginal peoples and other British Columbians.

As part of our responsibilities, we produce a number of annual documents highlighting milestones of the Province and the ministry. These reports include:

- Annual service plans which include objectives, goals and proposed targets;
- Annual service plan reports which also include information on signed agreements;
- Cross-ministerial annual progress reports on the Transformative Change Accord; and
- Annual Measuring Outcomes reports providing data on progress towards closing the socio-economic gap between Aboriginal people and other British Columbians.

APPENDIX: DEFINITIONS/NOTES

ABORIGINAL: The term "Aboriginal peoples of Canada" is defined in the Constitution Act of 1982, Part II, Section 35(2), as including "the Indian, Inuit and Métis peoples of Canada". Canada's Aboriginal population is distinct and diverse. "First Nation" is the term generally preferred by Indian peoples of Canada. The term "Indian" is still used when referring to legislation or government statistics.

ABORIGINAL IDENTITY: Aboriginal identity refers to a person who reports he or she identifies with, or is a member of, an organic political or cultural entity that stems historically from the original persons of North America. The term includes the Indian (First Nation), Inuit and Métis peoples of Canada.

FIRST NATIONS: Officially called Indians in the Indian Act, this term refers to the indigenous peoples of North America located in what is now Canada, and their descendants, who are not Inuit or Métis. For the purposes of Aboriginal identification within British Columbia, the term "First Nation(s)" is the generally preferred term in place of "Indian". For statistical and analytical purposes, these terms are considered interchangeable and representative of the same population.

STATUS INDIAN: A person who is registered as an Indian under the Indian Act. The Act sets out the requirements for determining who is an Indian for the purposes of the Indian Act.

NON-STATUS: First Nations (Indian) people who do not meet the criteria for registration, or have chosen not to be registered, under the Indian Act.

MÉTIS: Métis means a person who self-identifies as Métis, is of historic Métis Nation Ancestry, is distinct from other Aboriginal Peoples and is accepted by the Métis Nation. (Definition adopted by the Métis National Council at their 2002 Annual General Assembly and further implemented by the Métis Nation British Columbia in 2003.) Métis people identify themselves, and are recognized, as distinct from First Nations (Indian), Inuit or European descendants. The distinct Métis culture arose after contact with the first European explorer/ settlers but prior to colonialism.
(General definition)

MÉTIS NATION RELATIONSHIP ACCORD (2006): signed between the Province and the Métis Nation British Columbia, the MNRA formalized the relationship between the Province and the Métis people of British Columbia, and identified mutual goals, including collaborative efforts to close the quality-of-life gap that exists between the Métis people compared with other British Columbians.

TRANSFORMATIVE CHANGE ACCORD (2005): signed between Canada, the Province of British Columbia and representatives from the First Nations Leadership Council, the TCA identified immediate actions to close the gap in the areas of Crown – Aboriginal Relationships, Education, Housing and Infrastructure, Health and Economic Opportunities.

Ministry of Advanced Education

MANDATE

It is the role of the Ministry of Advanced Education to ensure that B.C.'s post-secondary system delivers value while providing educational and training opportunities for young people entering the workforce and existing workers who need to upgrade their skills. We champion inclusive communities and an integrated post-secondary education system to maximize benefits to all British Columbians.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

We welcome and value diversity in the workplace and we are committed to ensuring a respectful environment, free from discrimination and harassment. Executive works to ensure a diverse perspective is embedded into our workplace culture and approach to our programs, policies, and services. All of our employees are supported as active participants in this work.

KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

We acknowledge the strength gained in our workplace and in our province through embracing diversity and we understand the role our organization has to play in that regard. Our approach to multiculturalism is guided through our diversity plan. This plan outlines steps we are taking to develop our workplace culture, and embed principles of cultural diversity within programs and services in response to the diverse needs of our students.

Our commitment to supporting multiculturalism through post-secondary partnerships is demonstrated in our approach to international and Aboriginal post-secondary education and English as a Second Language (ESL) training. Complementary to this work, we have undertaken several workplace activities to support and embrace diversity as an employer.

I live multiculturalism by...

Mentoring and working with First Nations in B.C. and being accepting of others.

HIGHLIGHTS OF INITIATIVES

INTERNATIONAL EDUCATION:

- Through British Columbia's International Education Strategy, the province aims to develop a globally-oriented education system, ensure all our students receive quality learning and life experiences, and maximize the cultural, social and economic benefits of international education for all British Columbia communities, families and businesses.
- The Ministry is strengthening and expanding engagement with key countries identified in the Strategy through initiatives such as the recent trade missions to India and China.
    - In October 2014, the former Minister of Advanced Education Amrik Virk accompanied Premier Christy Clark on an International Trade Mission to India to highlight the importance of the economic and cultural ties between British Columbia and India in multiple sectors, including education.
    - In March/April 2015, Minister of Advanced Education Andrew Wilkinson led an education delegation to China to establish and strengthen bilateral relations with government partners in key cities and to support partnership development between schools and institutions to enhance education collaboration.

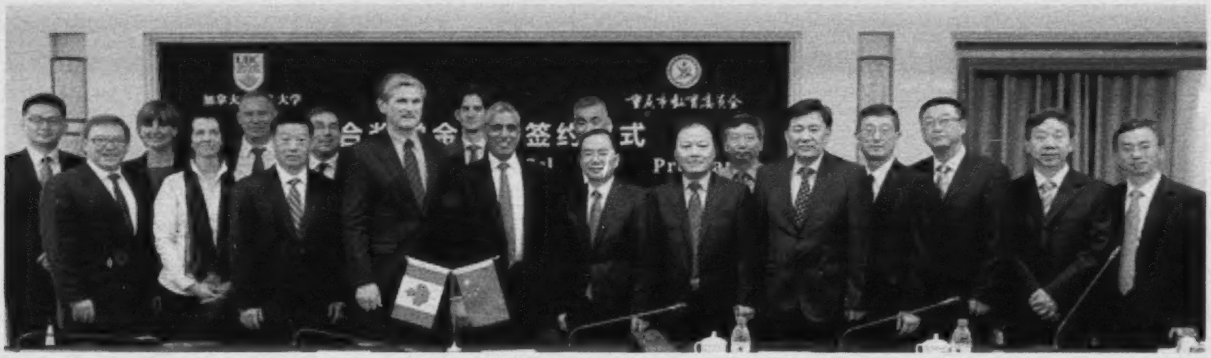
- International trade missions help to promote our province as a high quality education destination and raise opportunities for educational partnerships, two-way student exchanges and joint research initiatives with our partners around the world.

ABORIGINAL EDUCATION:

- An Aboriginal Post-Secondary Education and Training Policy Framework and Action Plan was developed in partnership with the First Nations Education Steering Committee, the Indigenous Adult and Higher Learning Association, the Métis Nation BC, the First Nations Public Service, BC Colleges, BC Association of Universities and Institutes, the Research Universities' Council of BC and government representatives. Its goals, objectives, actions and targets will enable the implementation of a 2020 Vision for Aboriginal learners to succeed in an integrated, relevant, and effective post-secondary education system that enhances their participation in the social, cultural and economic life of their communities, the province, and global society.
- Funding for the implementation of Aboriginal Service Plans is provided to 11 public post-secondary institutions in support of initiatives for Aboriginal learners, to strengthen partnerships and collaboration in Aboriginal post-secondary education; and increase the receptivity and relevance of post-secondary institutions and programs for Aboriginal learners, including providing support for initiatives that address systemic barriers.
- The Aboriginal Community-Based Delivery Partnerships Program enables an increased access to employment-related training and education in Aboriginal communities and provides post-secondary education and training opportunities to a broad range of Aboriginal participants, in order to position Aboriginal people and communities to take advantage of economic opportunities.

ENGLISH AS A SECOND LANGUAGE:

- ESL training is offered to permanent residents and Canadian citizens to provide individuals whose first language is not English with a vital access route to further education, training, and employment.
- The Ministry has renewed its commitment to providing quality English as a Second Language instruction at 17 public/post-secondary institutions.
- 2014/15 was a transition year for ESL, with Citizenship and Immigration Canada resuming administration of the majority of immigrant settlement and language programs in B.C.
- In order to keep ESL in the public post-secondary sector sustainable and available to students, the Ministry now allows institutions to charge tuition for these programs.
- At the same time, the Ministry increased the annual budget for the Adult Upgrading Grant by 33 percent to $7.6 million, which the program provides non-repayable grants to students who demonstrate financial need for costs such as tuition, book, transportation and child care.



DEVELOPING MINISTRY CULTURE:

- Institutions and Programs Division staff attended a Coast Salish Cultural Awareness Workshop in June 2014 to broaden staff awareness of local Aboriginal culture, protocols and practices.
- We continue to promote and provide access for staff to participate in cultural awareness and diversity activities and training like the TELTIN TE WILNEW (Understanding Indigenous People) that taught staff the reasons for, and practices of acknowledging Indigenous territory. Learners took away new knowledge and practical skills to support improved relationships with Aboriginal people.
- We have established a partnership with the BC Public Service Agency Hiring Centre to create and provide informal training for hiring managers to assist in promoting diversity and removing barriers throughout the recruitment and selection process.
- We continue to offer support and employment opportunities through the Aboriginal Youth Internship Program.

Ministry of Agriculture

MANDATE

The Ministry of Agriculture works to promote an innovative, adaptive and globally competitive agrifoods sector that is valued by all British Columbians. The Ministry supports B.C.'s priorities for a strong economy and secure tomorrow by stabilizing and expanding agrifoods production and incomes, promoting environmental stewardship, and safeguarding animal, plant and human health.

I live multiculturalism by...

Working against racism in schools.

For 2014, as per the mandate letter provided to our minister on June 10, 2014, the primary goals for the Ministry of Agriculture were:

1. Balance your ministerial budget in order to control spending and ensure an overall balanced budget for the Province of British Columbia.
2. Ensure the Agricultural Land Reserve is working for British Columbia and implement this spring's legislative changes that will protect valuable farmland in regions with growth pressures while allowing for responsible economic development opportunities in areas that are not under similar pressure.

3. Ensure the Agricultural Land Commission regional panels are constituted by September 30, 2014.
4. Update industry growth objectives as outlined in the BC Jobs Plan and the agriculture sector plan, BC Agrifoods, a Plan for Growth.
5. Continue to execute Strong Economy, Secure Tomorrow Commitments including:
   - Work with the Ministry of Finance to implement the 25 per cent tax credit for farmers on the value of farmed food that is donated to food banks.
   - Creation of a long-term and sustainable tree fruit replanting program upon the expiry of the current program.
   - Work with the BC Association of Cattle Feeders to develop and promote their "Certified BC Beef" brand.
   - Work with Intergovernmental Relations to break down interprovincial trade barriers on BC wine.
   - Work with the provincial organic farming sector to create a "BC Organic" brand to market BC organic foods.
6. Work with the Minister of International Trade to ensure trade capacity for BC agricultural support is sufficient to secure additional Asian trade export growth.
7. Work with the Ministry of Justice to enact recommendations pertaining to agriculture and farmer's markets as outlined in Parliamentary Secretary John Yap's Liquor Policy Review.
8. Continue to promote Buy Local BC with the additional $2 million that was committed in Strong Economy, Secure Tomorrow.

In addition, the mandate letter committed the Ministry of Agriculture to ensure that a common platform of compensation and accountability principles would be implemented within the public sector organizations and agencies that fall under the Ministry's responsibility.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Ministry is committed to building a welcoming and diverse organization that embraces all individuals and removes employment barriers. The Ministry supports multiculturalism in its hiring processes and working culture. Recruitment and selection practices are merit-based and qualifications, experience and expertise are considered regardless of ethnicity, culture or disabilities. Government policies which prohibit discrimination in the workplace are followed.

Our vision speaks to supporting and promoting our agricultural sector. The sector is made up of many diverse groups and cultures so in order for our ministry to serve the cultural diversity of our province we need to provide the right people and services. Part of this service includes providing many of our booklets, pamphlets, and training material in multiple languages.

The Ministry of Agriculture supports the Provincial Government's commitment to a strong relationship with aboriginal people by working with First Nations to use agriculture and seafood resources to leverage outcomes that benefit aboriginal people and align with broader government objectives.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

Staff within the Ministry represents a diversity of cultures, including Bangladeshi, Australian, Mexican, Pakistani, Indian, English, African, West Coast African and South African, Hungarian, South Sudanese, German, Romanian, Beninese, Chinese, Sri Lankan, Egyptian, Scottish, Métis, American, Quebecois, French, Dutch, Malaysian, Chilean, Indonesian, Columbian, Macau-ese, and Ugandan.

There are many different languages spoken by program staff across the province including English, French, Portuguese, Bengali, Dinka, German, Mina, Adja, Nuer, Ukranian, Czech, Bangla, Dutch, Romanian, Fon, Hindi, Punjabi, Afrikaans, Cantonese, Mandarin, Malaysian, Spanish, French, Indonesian, Luganda, Rutooro, Pashto, Urdo, Swedish and Japanese.

Within the agricultural sector, a substantial group of farmers are of East Asian decent therefore the Ministry has hired and promoted a substantial number of employees who are fluent in Punjabi.

One branch specifically within the Ministry has also been proactive in dealing with issues of language usage in the workplace – making it ok for people to speak to each other in their first language and ensuring that others can accept and be comfortable with those policies.

HIGHLIGHTS OF INITIATIVES

International market development staff participated in incoming and outgoing trade missions and undertook other initiatives including:

- ***EXPORT READINESS SEMINARS:*** in collaboration with Agriculture and Agri-Food Canada (AAFC). The Ministry delivered several seminars involving foreign buyers, distributors, and market experts from Asia who spoke to B.C. companies about the challenges and opportunities in B.C.'s export markets, and helped them understand how to develop strong cross-cultural business relationships.
- ***INTERNATIONAL TRADESHOWS:*** the Ministry organized and supported a B.C. booth within the Canada Pavilion at key international tradeshows, including ANUGA (Cologne, Germany), China Fisheries and Seafood Expo (Dalian, China) and FOODEX Japan (Tokyo, Japan). The tradeshows provided B.C.'s agriculture and seafood industries with the opportunity to showcase their products; develop business relationships with European, Chinese and Japanese buyers; and better understand the cultural differences that affect consumer purchasing behaviours and the development of successful trading relationships. Trade missions: in 2014/15 the Ministry undertook three trade missions to Asia – two to China and a third to Japan and Korea. These provide an opportunity to develop new business relationships for B.C. agrifood and seafood companies as well has help to build cross-cultural linkages for the Ministry and industry.

The Ministry of Agriculture provides ongoing support for economic and social development of agriculture, aquaculture and capture fisheries in First Nations communities through strong relationships based on trust, understanding and respect. This initiative supports the development of enhanced and targeted information resources, tools and education extension services to build the agriculture, aquaculture, and capture fisheries and food business management capacity of First Nations communities in British Columbia. Examples of activities and achievements include:

- Ongoing support for agriculture business development in First Nations communities. Response to information inquiries and facilitation for enhancing business networks. This past year included work on Haida Gwaii.
- Continued support for local food initiatives and participation with the First Nations Food Systems Steering Committee.
- Developed Resources and delivered workshops and skills training to First Nations clients to promote and support start-up and growth of agrifood businesses and projects.

» Supporting innovative projects that grow and advance the industry such as the Aboriginal Aquaculture Association's development of the Aboriginal Principles for Sustainable Aquaculture (APSA) certification standard, the Namgis First Nation Atlantic Salmon Recirculating Aquaculture System Pilot Project (Kuterra), the National Aboriginal Fisheries Forum II, held in Nanaimo BC (2014) and the Nuu-chah-nulth Tribal Council Marketing West Coast First Nations Seafood initiative.

» The BC Seafood Industry Labour and Training Workshop was held in Port Alberni in January 2014, hosted in part by the Province. The workshop included First Nations and discussed the need to increase skills and opportunities in the fisheries sector.

A range of education and program outreach and tools were provided in the language of prominent ethnic groups represented in the B.C. agricultural sector, whose first language is not English:

» Because of the multicultural nature of agricultural producers and farm labourers, the on-farm Food Safety GAP Manual (a manual to assist producers to improve on-farm food safety practices) has been translated into four languages: Spanish, Punjabi, Mandarin Chinese, and French. Food Safety staff are periodically asked to interpret for non-English speaking producers and the general public who make inquiries at our Abbotsford office. Meat Inspection staff have drawn on many of these languages to more effectively communicate with the operators and staff in our provincially licensed abattoirs.

» In cooperation with industry partners, translation services (Punjabi) have been offered at Industry extension meetings on plant health issues. In addition, Punjabi translation is available for clients submitting to the Plant Health Lab in Abbotsford.

» Also in cooperation with industry partners, outreach materials on critical plant pests such as the spotted wing drosophila have been prepared in both English and Punjabi to reach the majority of growers of these commodities.

The BC 4-H program works with over 2,200 youth, age 6 to 25, in a variety of leadership and agriculture youth development programs across the province, involving youth of many cultural origins.

In April 2014 the Ministry hosted Mr. Rakesh Bhushan Sinha of the Government of India for discussions related to agricultural climate change adaptation. Mr. Sinha requested the meeting in his capacity as Joint Secretary, Dept. Of Agriculture and Cooperation, Natural Resource Management Division and Rainfed Farming System Division, as well as being the Mission Director for Sustainable Agriculture. The Ministry provided various related materials to Mr. Sinha.

Ministry of Children and Family Development

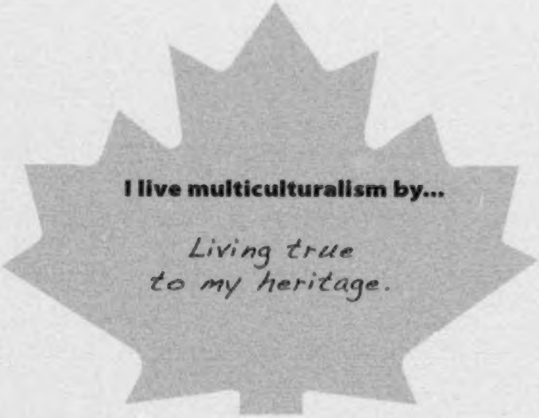
MANDATE

The Ministry of Children and Family Development (MCFD) works with Delegated Aboriginal Agencies, Aboriginal service partners, approximately 5,400 contracted community social service agencies and foster homes, and cross-government and social-sector partners to deliver inclusive, culturally respectful, responsive and accessible services that support the well-being of children, youth and families in British Columbia.

MCFD's primary focus is to support vulnerable children and their families by using a client-centred approach to service delivery that builds on the family's existing resources and capacities. Services are delivered in a respectful, compassionate, strengths-based and culturally appropriate manner to achieve meaningful outcomes for children, youth and families.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry embraces cultural diversity in the workplace through a commitment to providing programs and services that recognize and value cultural diversity and establishing a culturally safe, sensitive, and competent approach to practice. A critical focus for the ministry is working in partnership with Aboriginal communities to improve services and outcomes for Aboriginal children, youth and families. A training plan has been developed to focus specifically on building Aboriginal cultural competency within the ministry.



I live multiculturalism by...

Living true
to my heritage.

KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Collectively, ministry staff throughout B.C. speak more than 37 different languages - representing over 53 different cultures - and embrace this diversity as part of their corporate culture.
- Access to translator services help to better ensure ministry clients can fully communicate their needs. The South Island Multicultural Outreach Counselling Program draws upon these services regularly to engage with their clients. Child Care Subsidy and Autism Funding branches also contract with Provincial Language Services for translation services of more than 150 languages.
- The Aboriginal Youth Internship Program continued with seven interns employed in various capacities throughout the 2014/2015 fiscal year, including writing sections of the new child welfare training curriculum on working with Aboriginal children and families, and helping to plan and deliver Indigenous Cultural Competency training.

PARTNERSHIPS THAT SUPPORT MULTICULTURALISM:

- A strong partnership with Surrey Women's Centre staff – who provide support to women affected by domestic violence – ensures that South Asian women get support in their own language and that there is an understanding of cultural impacts on their situation.

- The South Island Service Delivery Area (SDA) shares resources and provides services – like a parent group and other supports – through the Victoria Immigrant and Refugee Centre Society and Intercultural Association, and collaborates with SWIS (settlement workers in schools) and several south island secondary schools.
- The Corporation of Delta and the Delta Police are funding a South Asian counsellor to work with high-risk youth probation clients and their parents. Delta Youth Probation staff work collaboratively with the Delta Police and the Delta School District on this initiative.
- Participating in a Youth Services planning project, which is bringing together youth-serving organizations, including faith-based youth groups undertaking youth engagement in the community of Surrey.
- The Provincial Office of Domestic Violence (PODV) works very closely with a large number of community anti-violence agencies, including faith, multicultural and settlement agencies, as well as the Ministry of Aboriginal Relations and Reconciliation to address the risks and violence that many immigrant and Aboriginal women and children experience.
- A Memorandum of Understanding between PODV and the Ministry of Jobs, Tourism and Skills Training (with federal funding) led to the development of several projects that are helping to increase the ability of workers in the settlement and social services sectors to respond to vulnerable families, including immigrant and refugee families:
    - Support of 17 Integrated Case Assessment Teams (ICATS) in B.C. communities to strengthen local coordinated responses to domestic violence for immigrant and refugee families.
    - Support of several anti-violence sector partners to develop and deliver new curriculum for local training.
- PODV works with the Ministry of Social Development and Social Innovation to address sponsorship debt by supporting immigrant women to have access to accurate and consistent information about their rights in Canada, debt solutions, and services available to them.

HIGHLIGHTS OF INITIATIVES

ABORIGINAL MODEL:

- The Aboriginal Policy and Practice Framework (APPF) is in the final stages of development and integrates a holistic model of working with Aboriginal children and families that focuses on their strengths, resilience and traditional systems of caring. Significant community consultation took place as an integral part of the development of the framework, supporting the ministry's commitment to establish culturally safe, sensitive, and competent practices. The plan focuses on resilience and the capacity that Aboriginal communities have to care for their children based on traditional knowledge, teachings, and caring systems. Other initiatives throughout MCFD, including curriculum development, will draw on the APPF, weaving its vision throughout all the work that takes place.

MINISTRY TRAINING CURRICULA AND LEADERSHIP PROGRAMS:

- Culture and diversity have been considered in the development and revision of various training curricula that are being offered to ministry staff. Working groups that helped develop course materials consisted of members from diverse cultural groups, among which several staff identified as Aboriginal.
    - The current Domestic Violence training curriculum was revised, with significant attention placed on ensuring that the unique considerations of working with children and families who are Aboriginal, or from diverse cultures, refugee or immigrant families.

    - Throughout the development of the Permanency Planning curriculum, there has been a strong emphasis on working in a safe, sensitive and culturally informed manner. The model used for permanency planning includes "cultural permanence" as one of the four key permanency considerations.

- In the new Child Welfare curriculum, there are sections dedicated to culture and diversity. Included in these sections are considerations for working with Aboriginal people and those from diverse cultures, including a discussion about the child welfare system's history with Aboriginal communities. Throughout the curriculum, collaboration and engagement in planning for child safety is a focus, and the importance of including the child's cultural community in the planning stages is highlighted. Focus is also placed on the ministry's relationship with Delegated Aboriginal Agencies and the importance of following protocols when working with MCFD's partners.

- In accordance with the ministry's plan to build cultural competency with its employees, three separate training courses are being offered through the BC Public Health Services Authority (PHSA), including two online Indigenous Cultural Competency training courses – Core Mental Health and Cultural Safety in Indigenous Child and Family Services. A one-day experiential workshop, Building Bridges Through Understanding the Village, is offered in addition to the online courses. Participation in the training has been as follows:
    - PHSA Core Mental Health Online Course: 84 participants completed in 2014/15 and 43 are in progress.
    - PHSA Cultural Safety in Indigenous Child and Family Services: 98 completed in 2014/15 and 106 are in progress.
    - Building Bridges Through Understanding the Village: 263 completed in 2014/15 and 525 additional seats will be available in the 2015/16 year.

- The Leadership 2020 Indigenous Focus program supports emergent and legacy leaders from the ministry, Delegated Aboriginal Agencies and Aboriginal Friendship Centres to develop their leadership skills, build strong relationships, and contribute to agencies and communities. The program takes place over 10 months and includes residential, online, and self-directed learning opportunities. A third intake of this program will be offered in the 2015/16 year.

PROJECTS AND WORKSHOPS:

- Surrey was one of six communities in the South Fraser SDA that received funding to create a project to help refugees better connect to mental health services. A front-line consultation group was developed for front-line workers to come together to share resources and attend workshops on mental health issues. When the funding ended in June 2014, the community agreed to continue with this project, meeting to discuss issues relevant to the refugee population and to identify ways and means to help make services more accessible.

- Staff from the South Island Multicultural Outreach Counselling Program in the South Vancouver Island SDA provide services in homes, schools, work sites and community centres. "Mental health" was removed from their title because of the stigma mental health has for some multicultural ministry clients and families. Staff constantly seek to reduce the barriers to the program and provide a number of workshop and program initiatives, including:
    - Mental Health Anti-Stigma workshop for Parents;
    - Multicultural Connect group for parents;
    - "Hold onto Your Kids" parenting program; and
    - Culturally sensitive one-on-one and group counselling for children, youth and their parents.

CELEBRATIONS:

» The Surrey/Delta Aboriginal Services team (Circle 5) hosts an annual "Coming of Age" ceremony to honour youth leaving the foster care system. This event is culturally based and acknowledges a variety of traditional Aboriginal cultural practices. Working with local Elders and hosting the event at the Tsawwassen First Nation long house help to build relationships with our Aboriginal communities. Invitations are extended to staff in all service streams in the Surrey/Delta area, as well as partner agencies.

DIVERSITY COMMITTEE:

» The South Fraser Service Delivery Area (SDA) has initiated a Diversity Committee to educate and challenge all the MCFD sites within the SDA to be more inclusive of the various ethnic groups in each of the communities. A series of Diversity Dialogues will begin shortly about diversity in each community and how the site is responding to that diversity in their service delivery. The Chair of the South Fraser SDA Diversity Committee is also a participant on the Fraser Health Diversity Dialogues Committee.

SERVICES AND SUPPORTS:

» Since 2012, the Provincial Office of Domestic Violence (PODV) has worked closely with several multicultural and anti-violence agencies to improve supports and services for immigrant and refugee populations and to be culturally responsive:

  - The three-year Provincial Domestic Violence Plan released in February 2014, has an explicit diversity focus.
  - The Province's #SaySomething social media and radio campaign – aimed at ending the silence on domestic violence – launched in March 2015 and includes multilingual resources to address domestic violence.
  - PODV is part of a Forced Marriage provincial project and is involved in developing new strategies and risk assessment tools to improve service delivery to immigrant and refugee populations.
  - PODV partners with the federal Department of Foreign Affairs and Trade Development on matters related to Child/Early/Forced Marriages and recently attended a conference in Ottawa on this topic.
  - A new web-based Knowledge Exchange Toolkit, developed for government by anti-violence sector partners – the BC Society of Transition Houses and the Affiliation of Multicultural Societies and Services Agencies of BC (AMSSA) – aims to increase the capacity of the immigrant settlement and anti-violence sectors to better respond to the needs of immigrant and refugee women and children who are impacted by relationship violence.
  - PODV has participated in numerous local, provincial, national and international partnerships and speaking engagements to address domestic violence.

Honouring Our Youth's Journey to Adulthood (HOYJA) – an annual event hosted by the Surrey/Delta Aboriginal Services team (Circle 5) – celebrates the beginning of the adult journey for youth affiliated with the Aboriginal Youth Team. Youth aging out of the foster care system or leaving ministry care via Youth Agreements were honoured in a traditional ceremony in the Tsawwassen First Nation Long House.

Youth received cultural teachings from different Elders, including a traditional cedar brushing to cleanse their body and spirit, as well as the gifting of a beaded eagle feather. All of the youth were blanketed in the traditional Coast Salish way and led onto the floor of the long house by a drumming group from the upper Fraser Valley.

The group received words of praise and encouragement from many Elders of different backgrounds, including several from Tsawwassen First Nation, as well as Songhees First Nation, Walas Kwagul, Lekwungen, Ditidaht First Nations, Cree and Métis. In keeping with local tradition, many honoured guests were called as witnesses to acknowledge the work done during the event and to carry the messages back to their home communities.

After the feasting celebrations were complete, the guests and youth were sent home with special gifts that had been created with care by various staff in the months leading up to HOYJA.

This event is truly a collaborative process that brings together ministry staff from all the service delivery areas in Circle 5 and continues to build confidence in the young participants who all leave with a renewed sense of connection to their traditional cultures.

Ministry of Community, Sport and Cultural Development

MANDATE

The Ministry of Community, Sport and Cultural Development (CSCD) brings together key government services and supports needed to make British Columbia communities great places to live. The ministry supports local governments, non-profit organizations and residents to build vibrant and healthy communities that are well governed, liveable, safe, economically resilient, socially and environmentally responsible and full of opportunities for participation in sport and the arts.

A key responsibility of the ministry is working with B.C.'s local governments to develop communities that are a great place to live, work and do business. CSCD's work provides opportunities for local governments to reflect cultural diversity in their communities, services and programming.

Strong, successful communities are the foundation of a prosperous province. Through the ministry's leadership and targeted investments we are helping communities reach their full potential, build capacity to maximize opportunities for economic growth and resource development and build sustainable, well-governed, vibrant places where prosperity can grow.

Successful ministry programs and community gaming grants fund sport, culture and art initiatives in all regions of the province. Funding for the provincial sport system encourages British Columbians to enjoy a healthy lifestyle through sport participation. Sport event hosting provides opportunities for economic development and brings people together from across the province and around the world, building stronger, more diverse communities.

The ministry's support of artists and cultural organizations promotes the creation of inviting, inclusive and culturally-aware communities that attract workers, families, tourists and businesses. The ministry's role in growing the creative economy and creative workforce positions our province to capitalize on one of the most rapidly growing sectors in the world.

I live multiculturalism by...
Treating everyone with respect.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry executive remains committed to building a strong and capable organization that values diversity in the workplace and ensures individuals are treated with respect and dignity.

The ministry works to build communities that recognize and value cultural diversity and promote collaborative relations between local governments, First Nations, community groups and citizens.

CSCD works to deliver programs and services in a manner that treats everyone fairly, equitably and respectfully and supports staff activities that promote awareness of diversity and multiculturalism, including training and development and employee engagement activities.

Last year, the executive supported an inclusive and respectful workplace through initiatives such as Engagement Chats and First Impression Breakfasts for new employees.

Launched in 2013, the Employee Onboarding Program has been widely adopted and supports new employees by providing information about the Standards of Conduct, diversity training and discrimination prevention training.

Employees are encouraged to recognise and value the multicultural environment in their workplace. The ministry fosters an inclusive workplace through its support of the Economy Sector 2014/15 Professional Development Program, with workshops on topics identified by ministry staff, including sessions on fair and transparent hiring practices, effective communication and empowerment. These were offered in multiple cities and also in a web-based format to maximize access to staff across the province.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The ministry is committed to building a welcoming organization that values diversity in the workplace and treats individuals respectfully, without discrimination. Our staff reflects the diversity of the communities we serve.

In 2014/15, CSCD continued to support the Aboriginal Youth Internship Program, providing unique employment experiences in the ministry to Aboriginal youth. Through this program, the ministry is committed to providing a meaningful opportunity to support Aboriginal youth to build professional skills and networks, develop leadership skills and share culture and practices with others. Last year, the ministry's intern delivered the Indigenous Day of Learning, based on listening with compassion and curiosity and designed to increase cultural sensitivity and awareness.

HIGHLIGHTS OF INITIATIVES

Ministry programs and grants supported effective and inclusive communities by facilitating opportunities for participation in local governance, cultural activities, arts and sport. Key initiatives in 2014/15 included:

- The British Columbia Sport Participation program provided funding to increase sport participation in under-represented populations, including children and youth from different cultures across the province. Grants included $165,000 for Aboriginal children and youth to participate in sport programs such as the Steve Nash Youth Basketball, the CanoeKids on the Road, the Urban Native Youth Association, and the B.C. Wrestling Association Mats Over Streets programs.
- Community Gaming Grants supported a wide variety of cultural celebrations and activities across B.C., including local festivals, heritage associations, public safety and parent advisory councils. Support for Multiculturalism and Founding Cultures through the Community Gaming Grants Program included:
  - Provided $2.1 million to non-profit First Nations Organizations to support a variety of services and initiatives ranging from Friendship Centres to Cultural Societies and support for Elders in the community;
  - Distributed $794,000 to 18 agricultural fairs to celebrate rural heritage and reflect the economic vitality and cultural legacy of B.C.'s communities;
  - Distributed over $1.1 million to non-profit organizations dedicated to the promotion and support of multiculturalism communities. These grants included $100,000 to the DIVERSECity Community Resources Society and $88,200 to the Multi-lingual Orientation Service Association for Immigrants; and,
  - Contributed over $1.9 million to community organizations that provide cultural celebrations, support networks and community education information and programming focussed on a specific ethnicity, nationality, language and/or religion. Organizations supported last year included the Jewish Community Centre of Vancouver, the Vancouver International Bhangra Celebration Society and the Asian-Canadian Special Events Association.

The Arts and Culture Branch provided funding that supports multiculturalism across the province. Highlights from 2014/15 included:

- Provided $150,000 funding to support the Arts and Cultural Festival at the 2015 Canada Winter Games in Prince George, this supported opportunities for multicultural and aboriginal visual and performing artists to share their work and funded shared programming at the Lheidli T'enneh Pavillion;
- The Capital for Kids Program provided $165,000 to offset travel costs for youth groups participating in the program and included participants from public schools, First Nations schools, as well as faith based and non-faith based private schools;
- The Afterschool Sport and Arts Initiative supported sport and arts programming for multicultural populations in Haida Gwaii, Prince George and New Hazelton;
- The BC Arts Council provided a grant to the ArtStarts in Schools Society, School District 98 Conseil scolaire francophone de la Colombie-Britannique to support francophone artists and art work in schools;
- Funding of $680,000 was provided for the Aboriginal Sport, Recreation and Physical Activity Partner Councils' Strategy to increase Aboriginal youth sport participation. This initiative contributes to a healthier future for Aboriginal communities, families and individuals by making sport, recreation and physical activity a priority; and,
- Funding support was provided to the Conseil jeunesse francophone de la Colombie-Britannique to support the delivery of the seventeenth Parlement jeunesse francophone de la Colombie-Britannique (BC Francophone Youth Parliament). The Francophone Affairs Program, Intergovernmental Affairs Secretariat matched CSCD's $6,500 grant.

In 2014/15, the ministry provided funding, advice, and other resources to help local governments provide key services to citizens, build or upgrade local infrastructure, and ensure the existence of sound local governance structures. Initiatives include:

- Made participation in local government elections more widely accessible to British Columbians by publishing the Voter's Guide to Local Elections in British Columbia in English, French, Chinese and Punjabi;
- Supported access to important information in multiple languages, including the online multi-language Step-by-Step Guide to the "Property Assessment Complaint Process," available in Chinese, Japanese, Korean and Punjabi as well as English; and,
- Through the Community to Community Forum Program, supported the development and strengthening of relationships between local governments and First Nations governments across British Columbia. Since 1999, over 470 regional and three provincial forums have taken place, which have led to service agreements, memoranda of understanding and protocol agreements between neighbouring governments.

Ministry of Education

MANDATE

The Ministry of Education supports and guides the development of an education system that empowers all learners to acquire the knowledge and skills needed to contribute to a healthy, democratic and pluralistic society with a prosperous and sustainable economy. We work together with school districts, communities, libraries and other partners to create a solid foundation for the upcoming generation of B.C. citizens.

I live multiculturalism by...

Being understanding and
celebrating multiculturalism
in my work.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Government of British Columbia is committed to recognizing and honouring the diversity of all British Columbians. Diversity among people is one of the most prominent features of British Columbia's society – and our schools.

Over the years, British Columbia has made an increasing commitment to a school system with teaching and operational practices that honour diversity and promote human rights. The Ministry of Education works to enhance respect for all cultures throughout the school system. Ministry staff is united in their commitment to expand success within the school system for students of all cultures.

The key focus of B.C.'s Education Plan is personalized learning, which includes the development of competencies. One of these competencies is global and cultural understanding. The Ministry continues to work closely with Aboriginal organizations, such as the First Nations Education Steering Committee (FNESC), to ensure that Aboriginal perspectives are an integral part of everything we do for the benefit of all students.

The school system strives to create and maintain conditions that foster success for all students, and that promote fair and equitable treatment for all. These conditions include:

- » Equitable access to and equitable participation in quality education for all students;
- » School cultures that value diversity and respond to the diverse social and cultural needs of the communities they serve;
- » School cultures that promote understanding of others and respect for all;
- » Learning and working environments that are safe and welcoming, and free from discrimination, harassment and violence;
- » Decision-making processes that give a voice to all members of the school community; and
- » Policies and practices that promote fair and equitable treatment.

KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Multiculturalism recognizes and values the ethno-cultural diversity of our society. It is acknowledging and valuing diverse ethnic heritages as well as appreciating and incorporating diverse approaches to learning and working environments.

It is important to note that Aboriginal Peoples, as the original inhabitants of Canada, distinguish their cultural status from the broader definition of Canada's cultural mosaic acknowledged in the concept of multiculturalism.

ENGLISH LANGUAGE LEARNERS, NEWCOMERS TO BC, CHILDREN AND YOUTH FROM REFUGEE BACKGROUNDS

English Language Learning (ELL) services enable students whose primary language is other than English to develop their individual potential within British Columbia's school system. Some students who speak variations of English that differ significantly from the English used in the broader Canadian society may need similar services to access the curriculum.

The purpose of ELL services is to assist students to become proficient in English, to develop both intellectually and as citizens, and to achieve the expected learning outcomes of the provincial curriculum. ELL supports and services are designed to further the intellectual, social, and career development of these students; to help them experience and affirm a sense of self-worth rooted in pride in their heritage; and develop an understanding of the similarities and differences between their home culture and the values and culture of their local school and community.

See: English Language Learning / Apprentissage de la langue anglaise in the Conseil scolaire francophone de la Colombie-Britannique Policy and Guidelines (2013)

www.bced.gov.bc.ca/ell//policy/guidelines.pdf

www.bced.gov.bc.ca/ell//policy/guidelines_fr.pdf

The purpose of these resources is to provide policy and guidelines to school districts in the delivery of ELL services. These policies and guidelines provide a basis for consistency, quality, and equity while allowing for flexibility in the delivery of ELL services. The Conseil scolaire francophone (CSF) de la Colombie-Britannique document pertains to those students who are receiving *Apprentissage de la langue anglaise* (ALA) services.

In order to enable school districts to provide necessary supports and services to school-age students who are newcomers to Canada and who enrol in British Columbia schools after the Ministry's regular September 30 reporting deadline, the Ministry provides half of the basic funding allocation per student to the reporting district. The Ministry also provides all applicable support funding for students who enrol in a school district after September 30 in a school year but before mid-February of that school year.

In 2013/14, the Ministry of Education provided $79 million in supplemental funding to public and independent schools for ELL supports and services for 64,810 students reported by school districts as requiring assistance acquiring fluency in the English language.

'Diversity in B.C. Schools: A Framework' outlines the overarching goals of British Columbia's school system with respect to multiculturalism. Goals or purposes both for Multiculturalism and for Aboriginal Peoples include:

- Developing cross-cultural understanding to create sensitivity to and respect for difference.
- Eliminating racism – addressing the effects of historic, organizational, systemic and attitudinal racism by:
    - Working to create an awareness of racism;
    - Educating people about what they can do about racism; and
    - Developing policies and strategies that take action against racism.
- Eliminating systemic and attitudinal barriers that prevent full and equitable participation in community services, employment and education;
    - Systemic barriers such as policies and practices that intentionally or unintentionally exclude, limit and discriminate against individuals and groups; and

  - Attitudinal barriers that create an environment where people may act out their prejudices, assumptions and biases.
- Developing culturally responsive services to meet the changing needs of the communities they are intended to serve, rather than expecting clients and consumers to adapt to prescribed services as they exist.

Through legislation and policy, the Ministry of Education supports cross-cultural awareness and respect both within the organization and across the school system. The diversity of our province is reflected in our education system. The system also models and promotes flexibility to respond to diverse cultural needs and the courage to speak out against discrimination.

HIGHLIGHTS OF INITIATIVES

ONGOING EXTERNAL INITIATIVES

ERASE Strategy

The ERASE Strategy is a comprehensive prevention and intervention strategy designed to promote positive mental health and address bullying and other harmful behaviours in schools. This strategy focuses on fostering inclusiveness, school connectedness and mental well-being.

Since the ERASE strategy was launched in 2012, more than 10,000 educators and community partners have been trained in the areas of fostering inclusive and safe schools, bullying prevention, mental health literacy and violence threat risk assessment. A key goal of the ERASE strategy is to ensure every child feels safe, accepted and respected, regardless of their gender, race, culture, religion, or sexual orientation.

In November 2012, the ERASE website was launched with resources, tools and tips for parents (www.erasebullying.ca). A corresponding Twitter feed (@ERASEbullyingBC) was created, and as of June 2015, the feed has over 3100 followers.

As part of the ERASE strategy, the government launched the anonymous reporting tool for students (www.reportbullyingbc.ca). The tool provides a safe place to report bullying or other safety issues using technology that students are using every day. The reporting tool provides another option to students to reach out and seek help. The reporting tool is currently available in English and French to students in public and independent schools.

Diverse Learning Options

We continue to provide a variety of learning options for students, and to strengthen the presence of Aboriginal culture and history in classrooms. The Ministry supports partnerships between school districts and communities to develop language curriculum documents for First Nations language study within the public school system. Fifteen B.C. First Nations language curriculum documents have been approved for addition to the B.C. K-12 curriculum.

There are currently 54 school districts with five-year Aboriginal Education Enhancement Agreements in place. These Enhancement Agreements promote cooperation among Aboriginal communities, school districts, and the Ministry to define goals, indicators, and outcomes to foster success among Aboriginal students.

School Districts that have Enhancement Agreements in place have improved exam results and attendance by Aboriginal students. They have also increased Aboriginal content in classrooms for all students and raised the cultural awareness of school district staff. These school districts also report closer working relationships with their Aboriginal communities and a shared focus on student success.

In addition, under the Tripartite Education Framework Agreement, the Ministry is working with the First Nations Education Steering Committee and the First Nations Schools Association to provide provincial examinations to students enrolled in First Nations schools on reserve.

One of the ways our Ministry promotes the richness and importance of multiculturalism is by making it mandatory for all students to learn a second language from Grade 5 to Grade 8. The ministry works closely with Heritage Canada to support education in French as a minority language or a second language in B.C.

The Ministry also supports a number of cross-Canada student exchange programs that promote language and cultural learning.

- Destination Clic (Grades 8 and 9): Francophone students who are in Grade 8 or 9 get a bursary for enrolling in a three-week French course in Ontario, Quebec or New-Brunswick.
- B.C. / Quebec Exchange (Grades 10 and 11): As part of this exchange program, students from Quebec come and live with B.C. families for three months and attend high school here. Later in the year, students from B.C. go live with Quebec families for three months and attend Quebec schools. French immersion or francophone students in Grades 10 and 11 can apply for this program through participating schools. We recognize that exchanges are enriching experiences and participating students can get credit towards graduation.
- Explore (Grades 11 & up): The Explore bursary covers room, board and tuition for full-time students enrolling in a five-week program in a French immersion context. Anglophone students with Grade 11 or higher can apply for the bursary. Students who successfully complete this exchange can also use it as credit for graduation.
- Odyssey (Minimum One Year of Post-Secondary): This program offers full-time employment as language assistants in second (official) language classrooms across Canada.

Through the Libraries Branch, the Ministry continues to work with library partners, including the BC Library Association First Nations Interest Group and Public Library InterLink, to support multicultural awareness opportunities and supports for library staff and the communities they serve. This includes supports for professional learning for library staff, a focus on equitable access to library services across BC and assisting libraries in build strong multicultural, multi-lingual and culturally sensitive collections.

NewToBC was created to support libraries in Metro Vancouver in their effort to help newcomers to British Columbia. NewToBC is part of the Urban Library Settlement Partnership (ULSP) – a project managed by Public Library InterLINK and funded by the Ministry of Education and the Ministry of Jobs, Tourism and Skills Training and by the Government of Canada. Working with partner libraries and external organizations, NewToBC promotes programs, services and resources available to newcomers. Leveraging the power of community, the program includes Library Champions, who are immigrants that draw on their language skills, cultural knowledge and understanding of the immigrant experience, to connect with newcomers in the community to share their passion for public libraries and raise awareness of the wealth of resources that libraries offer. The Library Champions Project offers participants the opportunity to build new skills and broaden community connections while making valuable contributions to their community. Discussions are underway to broaden the reach of this project into other regions of British Columbia.

The Government of British Columbia's focus on International Education – the global, two-way flow of students, faculty, staff and ideas – also enhances multiculturalism in B.C.:

- Across the province, everyone benefits from the cultural diversity that the nearly 17,000 long-term international K-12 students bring to our schools, communities and families.
- International education underscores the value for young people to become fluent in different cultures and languages and to become skilled in a variety of international competencies – skills and understanding gained through international education activities contribute to B.C.'s respect for and celebration of cultural diversity.

- B.C. Certified Offshore Schools are active in seven countries across four continents. These 41 schools, which provide a British Columbia high school education to 11,000 international students, regularly partner with B.C. elementary and secondary schools to promote exchanges, short-term study opportunities and other learning collaborations.
- B.C. encourages the efforts of school districts and independent schools which annually send groups of B.C. students to study and participate in academic, sporting and cultural events and programs in other countries.

ONGOING INTERNAL INITIATIVES

As part of its ongoing commitment to raise cross-cultural awareness and respect within the organization, the Ministry is striving to:

- Attract, develop and retain a workforce that reflects British Columbia's diversity;
- Embed the principles of diversity in the practices, policies and services of the Ministry; and
- Remove barriers in our interactions with citizens and within the public service.

Anti-Bullying day, AKA Pink Shirt Day is celebrated annually within the Ministry. On February 26, 2015, employees were encouraged to wear pink to promote the prevention of bullying.

NEW EXTERNAL INITIATIVES

ERASE Strategy

In February 2015, the Premier and Travis Price (founder of Pink Shirt Day) participated in a provincial event to raise awareness about bullying and the importance of embracing diversity and fostering safe, inclusive schools.

As part of the ERASE strategy, the ERASE Student Advisory continued into its second year with 20 students from public, independent and First Nations schools. The membership of the advisory body represents various ages, ethnicities and strengths. The student advisory developed the Province's first ever social media guidelines for students, parents and educators.

Curriculum Redesign - Core Competencies:

Central to the redesigned curriculum are the core competencies identified as: communication, thinking, and personal and social competencies. Most relevant to multiculturalism are the personal and social competencies that encompass the abilities students need to thrive as individuals, to understand and care about themselves and others, and to find and achieve their purposes in the world, including:

- ***Positive personal and cultural identity*** involves the awareness, understanding, and appreciation of all the facets that contribute to a healthy sense of self. It includes awareness and understanding of one's family background, heritage(s), language(s), beliefs, and perspective, and sense of place.
- ***Social awareness and responsibility*** involves ability and disposition to cooperate and collaborate with others, consider the interdependence of people with each other and the natural world, resolve conflicts peacefully, value diversity, empathize with and appreciate the perspective of others, and create and maintain healthy relationships within one's family, community, society, and the natural environment.
- ***Personal awareness and responsibility*** involves developing all aspects of personal well-being; making ethical decisions and taking responsibility for one's actions and how they impact self and others.

Curriculum Redesign - Curriculum Connections:

Following last year's apology by Government for past historical wrongs, the Ministry of Education has revised the current K-12 provincial curriculum to provide more content related to past historical wrongs. While the initial impetus for this project was Government's apology for discriminatory policies and legislation against Chinese Canadians, the Ministry of Education's mandate was broadened to include historical wrongs towards, and achievements of, other East Asian and South Asian communities, including topics such as Japanese internment and the Komagata Maru incident.

The Social Studies curriculum changes related to historical wrongs are aimed at two age groups: elementary students (grades 5 and 6) and secondary students (grades 10 and 11).

The Ministry of Education is currently in the midst of a curriculum redesign, with all subject areas and grades being developed simultaneously. As part of this curriculum redesign, concepts related to multiculturalism are being embedded throughout the curriculum with a particular focus in two subject areas: Social Studies and Physical and Health Education.

» In the new Social Studies draft, content topics related to multiculturalism and diversity are included at every grade level. In particular, special emphasis has been placed on ensuring that there are content topics throughout the curriculum related to key diversity and multiculturalism issues, including Aboriginal history and discrimination against immigrants from East and South Asia.

» Also, the Social Studies curriculum places a much stronger emphasis on thinking skills such as historical empathy and perspective-taking. In the new draft Social Studies curriculum, students not only learn content related to multiculturalism and diversity, but are also expected to try and consider worldviews and perspectives different from their own.

» In the draft Physical and Health Education curriculum, one of the main elements of the curriculum is learning about healthy relationships. One major aspect of this is learning about topics such as the importance of respect and tolerance for others, how to avoid and respond to discrimination and stereotyping, and the role of diversity and multicultural respect in promoting community health and wellbeing.

NEW INTERNAL INITIATIVES

The Ministry continues to strive to create a workforce that is diverse with respect to employees' life experience, education, background and culture – to better reflect the diversity of students throughout the school system, their differing views and experiences, and better respond to their needs.

In the 2014/15 fiscal year, hiring in the Ministry continued to be limited due to hiring restrictions. The Ministry remains committed to hiring employees that reflect the diversity of our classrooms and Province. In early 2015, three French speaking employees, including two Francophone employees, were hired to support curriculum development and the work of French programs.

The Ministry also hired twelve co-op students to fill short-term project-based roles. Of these, eleven employees were under 30, helping the Ministry to leverage the benefits of an age-diverse workforce. Many of our new hires in the Teacher Regulation Branch (TRB) come from diverse ethnic backgrounds, adding to an already diverse workplace. In fact, the TRB estimates that amongst their 45 employees there are at least seven languages spoken (e.g., Cantonese, Mandarin, Serbian, Persian, Spanish, etc.), which helps in the Ministry's efforts to communicate and connect with our diverse student, parent and teacher clientele.

The Ministry is also providing cultural information and development opportunities to staff to support them as they work to build stronger relationships with our First Nations partners across the province and to enhance their understanding of the policies and procedures related to creating a respectful work environment. Four workshops entitled "Building Bridges through Understanding the Village" were held in 2014/15 to create a deep awareness and understanding of Aboriginal cultural and the history of Aboriginal people.

Seven ***Discrimination Prevention Workshops*** were created for Ministry employees and delivered through the Public Service Agency. The purpose of this training was to ensure that all our employees know the policies and definitions related to a respectful workplace, as well as procedures to follow if one feels they are experiencing discrimination or bullying. Ninety-five percent of education staff had taken the training as of March 31, 2015. This training is now a mandatory part of the Ministry's onboarding program.

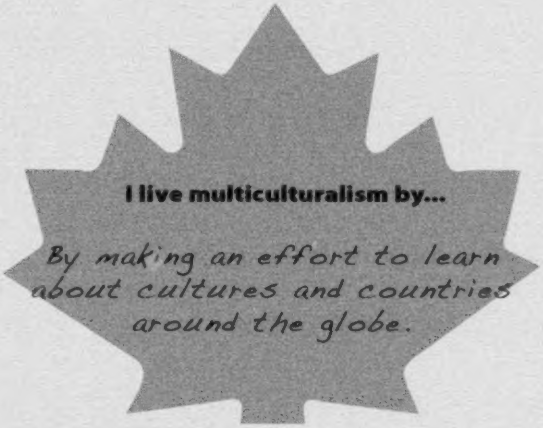
Some of our results and outcomes this year include:

- Eleven co-op students under the age of 30 were recruited in 2014-2015.
- Two Francophone employees were hired.
- Blog posts on our Intranet site on various First Nations perspectives (i.e., Aboriginal Education, Truth and Reconciliation week, First Nations Empowerment, etc.).
- The Ministry Leading Workplace Strategies (LWS) redesign project continues to enhance and create work environments reflecting the unique needs of individuals and teams.
- Discrimination Prevention Workshops provided to 95% of Ministry employees and embedded within the Ministry onboarding program.
- Articles posted on our Intranet site highlighting health, wellbeing and resiliency topics including Mental Health Week.
- Four sessions of ***Building Bridges through Understanding the Village Workshop*** were offered to Ministry staff – a unique opportunity that explores the effects of residential schools and Canada's policy of assimilation. The workshop is delivered from a non-blame and non-shame perspective which invites participants to become a part of the healing.

Ministry of Energy and Mines and Minister Responsible for Core Review

MANDATE

The Ministry of Energy and Mines (MEM) is responsible for British Columbia's electricity, alternative energy, mining and mineral exploration sectors. These sectors are made up of public and private interests that explore for coal and other valuable minerals and that develop electricity, clean or renewable energy sources, including biomass, biogas, geothermal, hydro, solar, ocean, wind and low-carbon transportation fuels. Through teamwork and positive working relationships with its clients and stakeholders, the Ministry facilitates thriving, safe, environmentally responsible and competitive energy and mining sectors in order to create jobs and economic growth in communities across the province. In fulfilling its mandate, the Ministry consults with other ministries and levels of government, energy developers and marketers, mineral exploration and mining companies, First Nations, communities, environmental and industry organizations, and the public.



I live multiculturalism by...

By making an effort to learn about cultures and countries around the globe.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- The MEM Executive remains committed to respectful, honest, trustworthy and ethical behaviour, and diversity in all its communications and actions. Embracing diversity as part of the Ministry's corporate culture is integral to our ability to meet citizens' needs and expectations. Internally, staff work towards a more inclusive workplace culture and externally, they ensure that our services meet the diverse needs of our communities.
- Building off 2013-14 diversity awareness initiatives in the sector, the Natural Resource Transformation Secretariat has:
    - Actively prioritized working with vendors who support multiculturalism;
    - Participated in the Aboriginal Youth Internship Program;
    - Recruited staff from the Work-Able Program;
    - On-boarded staff from the Student Co-op Program;
    - Initiated a recognition and on-boarding program including multiculturalism principles;
    - Built diversity and inclusiveness principles into communications and engagement strategy (including "I am transformation' video series and monthly blog posts); and
    - Regularly sought out opportunities to integrate multiculturalism awareness into daily workplace practices via Aboriginal Lunch of Learning sessions, Ted Talks and Story Telling Circles.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

- MEM is comprised of staff with a variety of backgrounds who speak English, French, Cree, Swahili, Punjabi, Hindi, Mandarin, Cantonese, Taiwanese, Toishenese, Spanish, Czech, German, Russian, Italian, Dutch, and Polish. Employees bring a diverse range of cultures, languages, experiences and backgrounds to their roles. This helps to enrich our corporate culture, inform our work, and better meet the expectations of citizens. Cultures represented in our organization are: Canadian, French, British, American, Spanish, Polish, Russian, Mexican, Greek, Secwepemc, Italian, Dutch, German, Czech, Asian, Taiwanese, Cree, Swahili, Punjabi, Hindi, and Toishenese.
- Examples of internal diversity activities were Aboriginal Youth Internship Program, Student Co-op Program, Work-Able Program, Aboriginal Awareness lunch and learns, Ted Talk video discussion on gender diversity, round table story telling meetings, lunch potlucks that provided an opportunity for employees to come together, recognition program (with a focus on competencies related to inclusiveness and diversity), cultural change approach to project implementation, inclusiveness, and coaching approach to performance management.
- Partnerships with organizations that supported multiculturalism: Deloitte (as vendor partner), local boutique firms, University of Victoria, and Haida Gwaii – Council of the Haida Nation.

HIGHLIGHTS OF INITIATIVES

- During the reporting period, Regional Geologists from the Mines and Mineral Resources Division (MMRD) worked closely with First Nations, and promoted mineral and coal opportunities to First Nations communities.
- MMRD continues to collaborate with the Ministry of Aboriginal Relations and Reconciliation and First Nations to support the development of mineral tax revenue sharing agreements that provide First Nations communities with economic benefits based on mining activities in their traditional territories.

- MMRD hosted a delegation from Mongolia and Chile. Collaboration with the representatives from Chile led to the signing of a Memorandum of Understanding that will help expand co-operation, trade, investment and research to further develop the mining industry in both Chile and B.C.
- Overall, the Transformation Secretariat has engaged with First Nations, industry, local governments and NGOs across B.C. to bring awareness and support them through the first phase of their initiative in improving land base decision making. The Secretariat has:
    - Participated in a review of targeted programs and analysis of their current demographics;
    - Participated in diversity awareness workshops;
    - Successfully on-boarded three employees from co-op programs;
    - Successfully on-boarded one Aboriginal Youth Intern;
    - Successfully utilizing coaching approach to performance management and deliverable management across complex diverse workplace environment; and
    - Successfully engaging with Haida Gwaii Council of the Haida Nation on collaborative approach to multi-party data sharing.

REFLECTIONS FROM THE NORTH CENTRAL LOCAL GOVERNMENT ASSOCIATION AGM, MAY 6 – 8, PRINCE GEORGE, B.C.

The Eventful Trek to Prince George

Despite having trekked through humid and overcrowded Russia, the bitter cold and rain of Scotland and Ireland, and the blistering heat in France and Italy, I had yet to discover what northern B.C. had to offer until my recent trip to Prince George.

Prince George, the largest northern city in B.C., was to be my home for the next three days while I attended the North Central Local Government Association (NCLGA) Annual General Meeting.

The trip started out rather eventful with a small hazardous goods explosion on the plane, followed by a building close to our hotel burning to the ground. These minor catastrophes aside, my experience in Prince George validated the importance of our Natural Resource Permitting Project (NRPP) and created a new appreciation for the advocacy work being done for our B.C. communities.

Local Government Truly Gets It

Local government truly gets it –this common thought ran through my mind throughout the three day session. Six different times, I heard Local Government officials recognize the traditional territory of the Lheidli T'enneh. I felt pride in my culture witnessing an association that recognized the importance of inclusion and relationship-building with Aboriginal people and backed this recognition up with action. Being a resource-dependent community, working with First Nations is a no-brainer, and my hope is that this gap is bridged at other levels of government and expands across the province.

Tyler Keith (Ministry of Environment) and I met with many councillors and mayors, who were receptive to the NRPP's initiative, resonating with the idea of coming to a better, easier and trusted solution. These are the people who dedicate their lives to improving their communities by creating strong economic development and sustainability for future generations. It's quite remarkable.

Meeting Chief Roger William

I had the honour of meeting Chief Roger William of Xeni Gwet'in – more recently known as the Plaintiff for the Tsilhqot'in Nation ruling – and felt inspired by his determination, courage, and pride in culture.

"Our strength comes from those who surround us, those who celebrate with us, those who drum with us."

His words helped to validate the work I've been doing and emphasized the purpose of my role in the internship program: closing the gaps between Aboriginal peoples and the province.

Change. Challenge. Opportunity.

I went to Prince George to further an awareness and understanding of the NRPP, but left with much more – a sense of personal growth. In the words of the Prince George community, "*change, challenge, opportunity*," I'm bringing this vision back to Victoria to incorporate into my own life and to provide even more momentum to the NRPP.

STORY BY JORDANN HAZELWOOD
EXTERNAL ENGAGEMENT ADVISOR/ ABORIGINAL YOUTH INTERN

COLLABORATION PORTAL: REFLECTING ON THE ABORIGINAL LUNCH OF LEARNING

I use the term of "dancing in both circles" quite regularly, being both First Nations and a B.C. public servant. In preparation for the Aboriginal Lunch of Learning, my biggest challenge was overcoming the obstacle on how to deliver a meaningful presentation without making my NRPP teammates uncomfortable, yet being honest –and real.

At noon, as the room quickly filled and standing became the only option, I began by recognizing the traditional territory of the Lekwungen people, and give thanks to the Esquimalt and Songhees Nations for allowing me to live, work and play on this beautiful land. Recognizing the territory can be uncomfortable if it's an uncommon practice, but is a cultural protocol I grew up with back in my home community, and has been reintroduced into my life through the Aboriginal Youth Internship Program.

I found that almost immediately, people began to contribute through questions and thought-sharing, leading to meaningful conversation throughout the entire presentation.

It was uplifting to see empathy, understanding, intrigue and sincere interest on people's faces around the room as topics such as intergenerational impacts, residential school, duty to consult and court rulings like the Tsilhqot'in Decision surfaced. The most satisfying aspect to the conversation was how we were tying it back to our work on the NRPP, and the significance of Aboriginal peoples relationship to the land and its resources.

By stepping out of my comfort zone, I had the opportunity to demonstrate pride in my culture while using my voice as a tool to generate understanding of the significance of my words and the larger impacts of our work on the NRPP.

Geoff Plant, former Minister of Aboriginal Relations and Reconciliation, shared his vision at the B.C. Natural Resource Forum in Prince George. His words resonated with me and shed light on the opportunity of bridging the gap between Aboriginal peoples, the province and British Columbians, and the steps we can make collectively to achieve that.

"When we reject denial and embrace reconciliation; when we truly recognize and affirm, when we all – and I mean all of us – collectively see aboriginal people and their unique rights not as threats, not as the "other", but as part of the larger "us." That justice for First Nations is justice for all of us. It's our leadership opportunity as British Columbians."

For future conversations, I would love to hear the biggest personal takeaways from the session, and am grateful and honoured to be in an environment where an open conversation, much like this, can take place.

Kukwstsétselp
Thank you

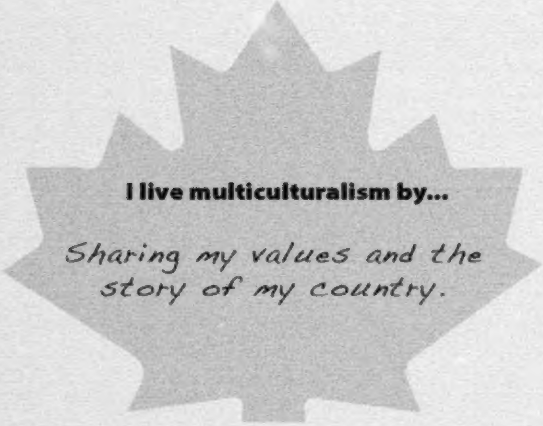
STORY BY JORDANN HAZELWOOD
EXTERNAL ENGAGEMENT ADVISOR/ ABORIGINAL YOUTH INTERN

Ministry of Environment and the Environmental Assesment Office

MANDATE

The ministry's vision is a "clean, healthy and naturally diverse environment". To realize this vision the ministry has five goals: (1) effective action on climate change; (2) clean and safe water, land and air; (3) healthy and diverse native species and ecosystems; (4) British Columbians share responsibility for the environment; and (5) sustainable use of British Columbia's environmental resources.

To achieve these goals, the ministry encourages and maintains the effective protection, management, and conservation of B.C.'s water, land, air, and living resources. It administers the province's parks and protected areas, and monitors and enforces compliance with environmental laws and regulations. It is also responsible for providing leadership to minimize the effects of climate change and ensuring that British Columbians and industry are prepared to adapt to the effects of a changing climate.



I live multiculturalism by...

Sharing my values and the story of my country.

The Environmental Assessment Office's (EAO) vision is to lead a world-class process that actively balances a range of interests in order to foster the best possible outcomes for major projects in the province. The Office conducts a process that is appropriate for the project being assessed, as well as predictable, transparent, timely, rigorous and holds all participants accountable. The EAO meaningfully involves aboriginal groups, companies, the public and government scientists and technical experts.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Embracing diversity as part of a corporate culture is integral to government's ability to meet citizens' needs and expectations. This approach benefits government in two ways: internally achieving a more inclusive workplace culture, while externally ensuring that services meet the diverse needs of B.C. communities.

Having established a baseline understanding and awareness of what diversity and inclusiveness is, and using the contributions of employees to inform us on how to move forward, the ministry has developed a toolkit with practical aids to build employee understanding and awareness; showcase diversity and inclusiveness on the employee learning and development site; and have launched an inclusion tool to evaluate policies, programs and services to ensure the ministry meets the diverse needs of the citizens we serve.

The ministry focuses on building awareness, accountability and embedding diversity and inclusiveness into its culture by expanding a dialogue to promote respect in the workplace. Personal integrity and professionalism, fairness and understanding, demonstrate respect for individual rights and differences, and encourages accountability for one's actions. The ministry embraces the diversity of its stakeholders, both in consultations and in developing partnerships as different perspectives provide unique solutions to complex issues.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

A number of courses are offered to employees to support multiculturalism in our ministry, including workshops on Diversity in the Workplace and Discrimination Prevention. The Employee Learning and Development website provides tips for employees on how to be more inclusive. Valuing the uniqueness of every individual and being aware of our beliefs and how they may affect the way we treat others is integral to being inclusive.

> *"Being multicultural is something that is second nature to us, I guess. It's just how things are and we fully accept that as wonderfully normal!"*
>
> *- Ministry Regional Staff*

The ministry encourages outreach and understanding with non-English speaking British Columbians in a variety of ways. With offices in ethnically diverse locations such as Surrey, communicating with local clients can prove challenging. However, our innovative and multilingual staff found a creative resolution to the issue by compiling a handy list of emergency contact "translators". Now British Columbians can be served in a variety of languages at the Surrey office, including: Afrikaans, Cantonese, Danish, French, Hindi, Korean, Mandarin, Polish, Punjabi, Spanish, Urdu and Vietnamese.

The BC Parks Lower Mainland brochure, which highlights 10 local parks, is made available in French, simplified Chinese, traditional Chinese and Punjabi. These brochures online and in Lower Mainland visitor centres. The ministry's Pesticide Branch also considers the following languages: Punjabi, Mandarin, Chinese and Vietnamese.

Opportunities are also provided to employees to celebrate their heritage. For example, staff participate in activities associated with the National Aboriginal Day each year. This allows others to see firsthand many of the traditions still practiced today. Staff have also taken the opportunity to educate their colleagues about their cultures through branch presentations and informal lunchtime learning sessions.

HIGHLIGHTS OF INITIATIVES

FIRST NATIONS

The ministry continues its commitment to improving its relationship with First Nations. This is accomplished in a number of ways across the various ministry business areas. The ministry has increased communication and consultation with First Nations representatives by including them in the project approval processes.

The Conservation Officer Service (COS) is dedicated to developing and strengthening relationships with First Nations and improving communication and cultural awareness. It continues to support, implement and provide training on using a restorative justice approach to engage First Nations in addressing environmental violations committed within their communities. Restorative justice is a form of justice traditionally used by North American indigenous cultures (based on healing circles).

In 2014, the COS created a temporary position for a Stakeholder/Community Environmental Justice Coordinator to oversee and implement the restorative justice model. The coordinator's primary focus was to facilitate communications between the COS and First Nations. This work involved the introduction or re-engagement of restorative justice as an avenue of engagement and communications.

Since launching the initiative, the COS has facilitated the restorative justice process on numerous files, allowing the affected First Nation community (where communal rights have been affected) to be involved in the process of resolving the regulatory non-compliance.

The COS is also involved in supervising an Applied Research Project with Royal Roads University, involving the traditional use of restorative justice. This project will enhance the cultural knowledge and understanding that staff bring to the restorative justice process.

It will also provide a basis to ensure the restorative justice process is meaningful, respectful and specific to the involved First Nation. For example, enforcement officers would attend a cross-cultural information session facilitated by the local First Nation prior to engaging in the restorative justice process.

BC Parks works in collaboration with First Nations on management plans, identifying and recommending strategies for protecting aboriginal interests. Where directed by reconciliation agreements or collaborative management agreements, BC Parks also works with First Nations on economic development agreements for activities appropriate within protected areas.

BC Parks is strengthening its relationship with First Nations partners by promoting traditional First Nations place names. BC Parks recently negotiated an agreement to transition the management control two parks to the Osoyoos Indian Band. Those parks were also renamed Sw̓iw̓s Park (pronounced "swi-yoos") [formerly Haynes Point Park] and Sx̌ʷəx̌ʷnitkʷPark (pronounced "s-wux-wux-neet-kw") [formerly Okanagan Falls Park].

The agreement and park name change for Sw̓iw̓s Park followed the discovery of ancient human remains and significant archeological values in the park. The agreement advances government's goal of reconciliation by providing an opportunity for the Osoyoos Indian Band to lead park management and operations that support the long-term protection of important cultural and archaeological values, while still allowing continued public use and enjoyment of the areas.

BC Parks also works with First Nations to include interpretive signage, art and information to enhance the visitor's experience while highlighting the cultural significance and history of the parks. Some of those projects include:

- Installation of multi-lingual interpretive signs in Naikoon Park.
- Installation of bi-lingual (English and Haida) interpretive signs and audio signs, as well as a virtual hike and two totem poles at Tow Hill Park in partnership with the Old Massett Village Council.
- Installation of an information kiosk to showcase the local First Nations culture at Sombrio Beach (Juan de Fuca Park) in partnership with the Pacheedaht First Nation.
- Installation of new interpretive materials highlighting the cultural history of the Nisga'a Memorial Lava Bed Park.
- Installation of two interactive interpretive displays in the Wells Gray Park visitor centre. The project was a collaborative effort with the Simpcw First Nation, Canim Lake Indian Band, Information Wells Gray, BC Parks and several interested local individuals.

Through its Park Enhancement Fund, the ministry has provided financial support to various First Nations cultural events around the province.

The Climate Action Secretariat supports the Ministry of Forests, Lands and Natural Resource Operations and the Ministry of Aboriginal Relations and Reconciliation in the development of carbon benefit sharing agreements and forestry modelling on behalf of and with First Nations partners. The Climate Action Secretariat also supports large forestry offset projects with Coastal First Nations.

The ministry participates in the Aboriginal Youth Internship Program, hiring skilled youth to help on a variety of files across the ministry's various business areas. The Aboriginal Youth Internship Program is designed to support aboriginal youth to develop their leadership skills while providing them with opportunities to improve and contribute to relationship building between First Nation communities and the provincial government through hands-on work experience.

The Water Protection and Sustainability Branch facilitated meetings with First Nations organizations on various water stewardship matters, such as the Bilateral Water Management Agreements and the Northeastern Water Strategy. The Branch also participated at First Nations-sponsored conferences, including the First Nations Liquid Natural Gas Conference and the First Nations Fisheries Council (FNFC), while also providing direct funding to the FNFC.

The Environmental Assessment Office continues to make consulting with First Nations a key priority to address, and, where appropriate, accommodate potential effects of major development on established or asserted aboriginal rights and title. Project proponents are encouraged to meet with First Nations at their earliest opportunity to learn about their communities, issues and concerns.

INTERNATIONAL RELATIONS

International partnerships which support multiculturalism have been formed. The Ministry values its participation in international forums for the diversity of perspectives and potential solutions to complex issues.

In 2014-15, ministry intergovernmental relations staff participated in, or prepared material for the following:

- Minister's meeting with the Consul of the Netherlands, and German Federal Parliament Delegation;
- Ministry presentation to the Indian Forest Service Delegation (UBC program) about Intergovernmental Relations in the Natural Resource Sector in B.C.;
- Worked with Ministry of International Trade (MIT) as the lead, representing the environmental perspective in negotiations at the Canada-European Union Economic Agreement;
- Worked with MIT as the lead, representing the environmental perspective in negotiations in a Canada-Israel Free Trade Agreement;
- Worked with MIT as the lead, representing the environmental perspective in negotiations on the Trans-Pacific Partnership.
- Worked with MIT as the lead, representing the environmental perspective in negotiations at the World Trade Organization - specifically work on the Environmental Good Trade Agreement.

BC Parks continues to collaborate with the Vancouver Korean Hiking Club and has completed successful volunteer projects including decommissioning unsanctioned trails in Mount Seymour Park and other trail work. The projects have helped forge stronger ties with the Korean community in Vancouver, while enhancing the parks and raising awareness of both parks and ethnic diversity.

In an effort to entice more people, particularly those recently arriving from other parts of the world, into our beautiful parks, BC Parks staff has been engaged in campsite electrification and cabin development projects.

Korean Hiking Club

Ministry of Finance

MANDATE

VISION: Trusted financial and economic leadership for a prosperous province.

MANDATE: As a ministry, we have an important role to play in supporting government's priorities:

- Sound and transparent financial and economic governance and oversight of all of government's resources to ensure value for citizens;
- Informed economic and fiscal policy advice to decision-makers;
- Banking, accounting and risk and debt management services for government;
- A strong competitive and vibrant economy by ensuring a fair and competitive tax and regulatory environment;
- Collect revenue to fund important programs and services for citizens, such as health care, education and transportation infrastructure;
- Financial and corporate sector regulation that builds creditor, investor, business and consumer confidence in our province; and
- Ensure gaming is operated with integrity for the benefit of British Columbians.

I live multiculturalism by...

Participation in
cultural events.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- The ministry ensures policies and legislation are consistent with the principles and objectives of multiculturalism, and continually strives to modify and improve ministry programs and services to ensure that they are supportive of B.C.'s multicultural society.
- The ministry Executive is committed to a work environment that values diversity and inclusiveness and supports a respectful work environment.
- The ministry Executive is committed to providing services and publications to the public in as many languages as possible in addition to English and has fostered rich cultural diversity in the make-up of the ministry workforce to achieve this commitment.
- The 2014/15 Workforce Profile indicates representation of visible minorities at 21.6%, Aboriginal peoples 1.8% and persons with disabilities 3.5%.
- Visible minorities are well represented in our primary locations – Victoria 16.6% and Vancouver 38.5%.
- The ministry's workforce is generationally-diverse with 1.1% Traditionalists, 47.6% Boomers, 39.8% Generation X, and 11.5% Millenials.
- The ministry has female (58.2%) and male (41.8%) employees.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- The ministry's Customer Relationship Management Strategy acknowledges the wide cultural diversity of the province and is able to provide service in many different languages based on its diverse employee population. (20 different languages).

- The ministry's Taxpayer Fairness and Service Code is based on the principle of providing fair and equitable service that meets the needs of all ministry clients.
- The ministry makes financial and program information available in Chinese and Punjabi, and public affairs staff assist a wide range of ethnic media with queries about financial issues and requests for interviews with the minister. The ministry also keeps informed on issues of importance to members of the multicultural community and promotes their participation in the annual budget consultation process.
- The ministry's Gaming Policy and Enforcement Branch offers clinical counselling services in multiple languages including: Cantonese, Mandarin, Punjabi, Vietnamese, and some First Nations languages. Interpreters are offered to clients receiving clinical services when there is no provider who speaks the client's first language.
- The ministry's Responsible Gambling Prevention Program is available in Tagalog, Visaya, Chavacano and Spanish in addition to the above noted languages. Responsible Gambling services are modified to complement each of the cultural groups identified by these languages.
- The Responsible and Problem Gambling program provides Indigenous services provincially which is delivered by providers with First Nations heritage.
- The Problem Gambling Helpline offers services in 13 different languages.
- The Responsible and Problem Gambling program is organizing an international Indigenous Conference this fall in partnership with an organization out of Washington State, USA.
- The ministry continued recruitment outreach opportunities to diverse organizations in the community.
- Ministry-specific new employee orientation sessions and materials include information on diversity and appreciation of differences.
- Wellness and social events reflect the varied interests of our ministry's workforce, and are targeted to people of all ages and cultural backgrounds (e.g. Public Service week activities and picnic).
- Flexible work options are supported which respects employees' needs while meeting business requirements.
- The ministry continued to include a diversity lens on its leadership and supervisory development programs and incorporates information and concepts in its sessions with all levels of employees.
- The ministry developed a comprehensive communications plan that includes a focus on diversity concepts.
- The ministry supports the corporate Aboriginal Youth Internship Program each year including one intern in 2014/15 and recently submitted 3 proposals for 2015/16 which have been approved.
- The ministry committed to participate in the new Work-Able Graduate Internship Program with an opportunity in our Crown Agency Resource Office in 2015/16 in support of Accessibility 2024.

HIGHLIGHTS OF INITIATIVES

- French, Chinese and Punjabi translations of the 2015 budget consultation paper, and French, Simplfied Chinese, Traditional Chinese, Punjabi and Korean translations of the 2015 budget highlights brochure.
- The ministry provides services, programs, consultations in several languages to meet the needs of its diverse client base and citizens of B.C.

- The Ministry continued its support of the Aboriginal Youth Internship Program in 2014/15 and provided an interesting and challenging assignment in the Revenue Division, Income Tax Branch.
- The Ministry has incorporated diversity and multiculturalism into its human resource materials, programs, training, and employee communications, and will continue this practice.
- The Ministry remains committed to following government hiring practices that are fair and equitable and based on the principles of merit.
- The Ministry supports new employees requiring enhancement to language skills through Advanced ESL classes and provides opportunities for employees to showcase their heritage to others with presentations and other activities.

Ministry of Forests, Lands and Natural Resource Operations

MANDATE

As the natural resource sector's largest agency, the Ministry of Forests, Lands and Natural Resource Operations provides British Columbians with integrated access to a wide range of natural resource management services. Anchored by the vision of economic prosperity and environmental sustainability, the ministry aims to balance conservation of the province's vast natural resources with appropriate public and industrial uses. By combining administration of policy and operations, we are able to ensure sustainable, long-term stewardship of forests, lands, water and wildlife while delivering streamlined, cost-effective services.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Ministry executive remains committed to promoting an inclusive work environment based on the value British Columbians place on their diversity. We endeavour to provide an equal opportunity for full participation and access to services within all communities, and we strive to foster a workplace free of racism, harassment and all forms of discrimination. In addition, in accordance with the Public Service Act, the ministry will continue to make hiring decisions on the basis of merit only.

We support the Province's commitment to improve relations with Aboriginal peoples and continue to engage, consult and accommodate First Nations' interests and values while providing responsible access to land and resources.

I live multiculturalism by...
Appreciating my community and my province.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The ministry reviews and evaluates policies, programs and services continuously to ensure they are fair, equitable and free of barriers. We recognize the many benefits of eliminating discrimination from the workplace and continue to support programs on building diversity and respectful workplaces in the public service. We continue to uphold the standards of conduct and develop policies aimed to create an inclusive work environment.

NATURAL RESOURCE SECTOR TRANSFORMATION PLAN

Embracing diversity as part of our corporate culture is integral to our ability to meet citizens' needs and expectations. The Natural Resource Sector ministries began work on this in 2012. The purpose is twofold; internally to achieve a more inclusive workplace culture and externally to ensure that our services meet the diverse needs of our communities.

Having established a baseline understanding of awareness of what diversity and inclusiveness is and using the contributions of our employees to inform us on how to move forward, we developed a toolkit with practical aids to build employee understanding and awareness. We showcased diversity and inclusiveness on our employee learning and development site and have launched an inclusion tool to evaluate policies, programs and services to ensure we meet the diverse needs of the citizens we serve.

We remain focused on building awareness, accountability and embedding diversity and inclusiveness into our culture by expanding our dialogue to promote respect in the workplace. Respectful behaviour displays personal integrity and professionalism, practices fairness and understanding, demonstrates respect for individual rights and differences, and encourages accountability for one's actions.

FIRST NATIONS FORESTRY TRAINING PROGRAM

British Columbia's First Nations Forestry Training Program is an innovative and progressive model of capacity building and employment training for First Nations to successfully enter BC's forest economy. It was developed to provide Aboriginal students with career opportunities and BC Timber Sales (BCTS) with a path for succession planning and relationship building.

The partnering of the Ministry of Forests, Lands and Natural Resource Operations with the First Nations Forestry Council, and the Aboriginal Skills and Employment Training Strategy resulted in funding for forestry students' tuition and living expenses and mentoring and employment opportunities across the province. To date, 12 students have been or are currently enrolled in the program.

Mentoring by knowledgeable and enthusiastic staff and the provision of funding for expenses relieves pressure from students and provides a welcome introduction to government and the forest sector in which career aspirations can be realized.

WILDLIFE HEALTH PROGRAM

St'at'imc First Nations government services staff approached the Wildlife Health Program in 2013 with an interest in assessing mule deer health. Their proposal fit perfectly with the Cumulative Effects and Wildlife Health project, funded through the ministry's research program, where the ministry wanted to trial an outreach program to improve wildlife disease surveillance.

Six day-long wildlife/mule deer health workshops have been completed, each at a different community within the St'at'imc's territory and all attended by community members as well as staff from their government services.

The ministry has trained St'at'imc staff member to collect appropriate samples, distribute sampling kits to communities, and receive samples on an intermittent basis.

News of this relationship has created interest and opportunity for outreach to First Nations in the Thompson, central and northern Cariboo, Skeena and Peace regions, creating better linkages to First Nations on this subject.

HIGHLIGHTS OF OTHER INITIATIVES

- Most ministry offices can provide services to the public in more than one language:
    - The South Coast Regional Operations office in Surrey can currently provide services in 15 languages.
    - FrontCounter BC, which operates 29 offices across the province, has made pamphlets in Punjabi and can produce materials in additional languages upon request.
- A dual posting process allows the ministry to recruit from a more diverse pool of candidates:
    - Non-designated staff may be considered in cases where professional designations are deemed non critical.
    - The Professional Designation Project Committee continues to refine criteria for designation requirements.
- The Engineering Branch partners with First Nations communities to resolve access management issues and identify projects that could provide job opportunities.
- The Forest Analysis and Inventory Branch celebrates Chinese New Year in recognition of their staff of Chinese descent.
- Sessions on First Nations cultural awareness.
- Distribution of materials promoting diversity, including pamphlets, frequently asked questions, survey results, resource summaries and the Diversity Toolkit.
- Training opportunities encouraging staff to eliminate racism and appreciate cultural diversity.
- Training on government policies prohibiting discrimination in the workplace.
- Continued employment of dedicated Aboriginal fire unit crews.
- Ongoing participation in the Aboriginal Youth Internship Program.
- Training to First Nations in Crown land policies and procedures.

Ministry of Health

MANDATE

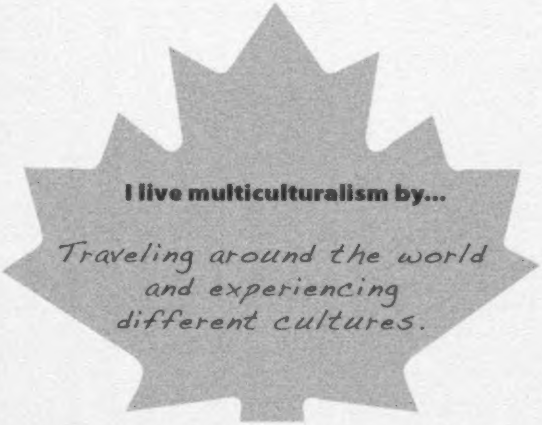
Our ministry's mandate is to guide and enhance the Province's health services to ensure British Columbians are supported in their efforts to maintain and improve their health.

VISION

Our ministry vision is to achieve a sustainable health system that supports people to stay healthy, and when they are sick provides high quality publicly funded health care services that meet their needs.

GOALS

To achieve this vision, our ministry's goals are to support the health and well-being of B.C. citizens, deliver a system of responsive and effective health care services for patients across B.C. and ensure fair value for money.



I live multiculturalism by...

Traveling around the world and experiencing different cultures.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Ministry of Health has overall responsibility for ensuring quality, appropriate, cost effective and timely health services for all British Columbians. The ministry works with health authorities, care providers, agencies and other groups to ensure care is provided to address the unique needs of patients and specific patient groups. Health system values that guide policies, programs and services include:

- Citizen and patient focus, which respects the needs and diversity of all British Columbians;
- Equitable access to services delivered by government for all British Columbians.

MECHANISMS AND PROCESSES FOR INVOLVING EMPLOYEES AT ALL LEVELS TO PROMOTE MULTICULTURALISM:

On an ongoing basis, the ministry invests in building cultural safety and humility to increase awareness and understanding among employees about the diverse cultural backgrounds of British Columbians, their unique health needs and service requirements. Following are some related ministry actions:

- The ministry takes the diversity among British Columbians and their health needs into account when developing strategies, policies and programs to address the needs of multicultural and Aboriginal populations.
- The Provincial Health Officer and the ministry provide regular reporting on the progress of the Tripartite Framework Agreement on First Nations Health Governance and work promoting and advancing the health of First Nations in B.C.
- The ministry provides comments on documents and reports produced to ensure that they include a culturally appropriate Aboriginal perspective.
- The ministry works with partners to ensure that urban Aboriginal and Métis population health issues are considered when developing policies, strategies and programs.
- The ministry supports the development of the First Nations Client File to support development of baseline measures in First Nations programming and outcomes.

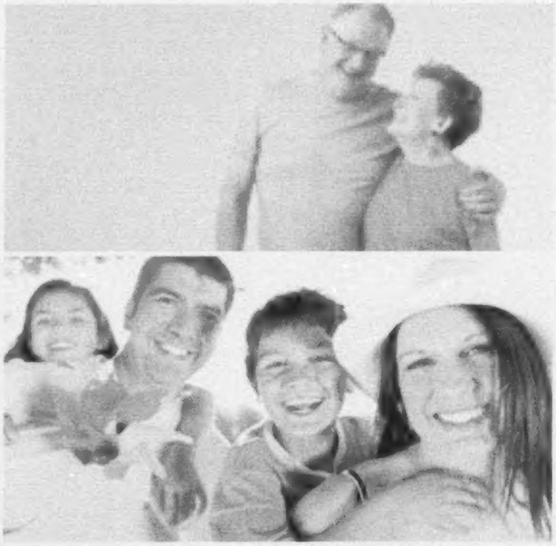
EMBRACING MULTICULTURALISM IN OUR WORKPLACE

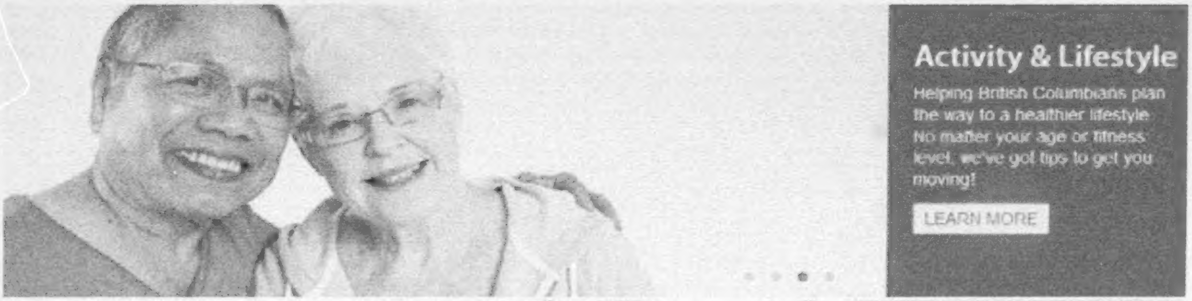
- The ministry promotes the PSA online course *Building Capacity in Aboriginal Relations*, implemented the BC Public Service Agency's Aboriginal relations behavioural competencies and hosted three Aboriginal youth interns.

- Ministry staff has diverse cultural backgrounds and speak a variety of languages. Some of the languages spoken are Afrikaans, Bosnian, Cantonese, Croatian, English, Farsi, French, German, Hindi, Hokkien, Italian, Mandarin, Malay, Malayalam, Punjabi, Rumanian, Russian, Serbian, Shanghainese, Spanish and Tamil. Discussion and sharing of cultural backgrounds, experiences and their significance is part of the ministry's inclusive culture and contributes to employees' awareness and understanding of the requirements of culturally responsive service and regulation.
- Resources such as videos, books and other resources related to multicultural groups, including the *Report on Multiculturalism: Government of British Columbia 2013/14*, are made available to staff through the Diversity @ Work ministry web page.
- The Health and Human Services (HHS) Library book and video acquisitions includes topics related to multicultural and multiracial communities of B.C. and Canada. Acquisitions in 2014-15 included *Transcultural competence: navigating cultural differences in the global community, Leveraging culture to address health inequalities: examples from Native communities: workshop summary*.
- The HHS Library provides learning sessions and short films/videos for employees. Examples are They *Think I'm Chinese* about Chinese children adopted in Quebec reaching adolescence and their emotionally charged search for identity and Race Is a Four-Letter Word highlighting Canadian contradictions and conflicts around race.
- The ministry invests in training for staff to take *San'Yas - Indigenous Cultural Competency* training offered through the Provincial Health Services Authority (PHSA). To date over 700 staff have completed the training.

The ministry partners with multicultural and Aboriginal and other organizations to promote health and wellbeing and serve the health needs of diverse communities. Examples are:

- The ministry participated in multicultural health fairs across the province to promote health and wellness, along with community based organizations such as Affiliation of Multicultural Societies and Services Agencies of BC (AMSSA).
- The ministry works with the BC Centre for Disease Control and provincial partners to evaluate technologies and strategies used to screen for tuberculosis in the foreign born population.
- The ministry works with the Childhood Obesity Foundation to design, implement and evaluate a ShapedownBC program for ethnic Chinese families in Richmond.
- The ministry, Perinatal Services BC (PSBC), BC Women's Hospital and HealthLink BC are partnering to develop an inventory of translated resources for pregnant and expecting women and their families.
- The ministry partnered with the First Nations Health Authority (FNHA), academic institutions and the Ministry of Advanced Education to develop an Aboriginal Practice Education Guide and Toolkit.
- Provision of information packages for service providers and individuals, to multicultural, Aboriginal and First Nations organizations as part of a provincial elder abuse prevention program.





Activity & Lifestyle

Helping British Columbians plan the way to a healthier lifestyle. No matter your age or fitness level, we've got tips to get you moving!

Bring Back Play

Inspiring you, your family, your kids to be active and get healthier by Bringing Back Play!

HIGHLIGHT OF INITIATIVES

Examples of Ongoing and New Programs:

- Provision of non-emergency health information via phone (8-1-1) for B.C. residents in more than 130 languages and online, through HealthLink BC's 24/7/365 service. HealthLink BC also promotes ministry programs via the BC HealthGuide Handbook and other culturally appropriate material for multicultural and Aboriginal people and through fairs and other venues.
- Inclusion of multicultural visuals and stories in the ministry's HealthyFamilies BC (HFBC) websites and social media channels engaging British Columbians in a dialogue about health and wellness.
- Provision of funding for a Hepatitis B Public Education Program targeting Asian immigrants to improve Hepatitis B awareness, knowledge and preventative practices, specifically Hepatitis B screening, among the immigrant community.
- Identification of opportunities to better align health and settlement services to meet newcomer immigrant women's health needs and settlement through the Newcomer Immigrant Women's Project.
- Funding support for the UBC Intercultural Online Health Network iCON program which provides culturally relevant, linguistically appropriate health information on chronic disease and self-management education for multicultural populations. This includes Punjabi and Chinese language speaking forums with in-person attendance of up to 1,500 people and live webcasts available throughout B.C.
- Provision of culturally appropriate resources for Aboriginal people and seniors from multicultural communities to support planning for healthy aging and end-of-life care within the province.
- Promotion of health literacy events to make program information more accessible to residents with multiple cultural and educational backgrounds.
- Provision of funding support for interpreters at hearings, requested or suggested by the patient's advocate, the hospital representative or ministry staff, through The Mental Health Review Board. Hearing panel members were trained to accommodate patients whose first language is not English.

- Funding support of language translation services for patients and their families provided through Provincial Language Services of the PHSA.
- Registration services for Fair PharmaCare offered in Mandarin, Cantonese, French, Punjabi and English through Health Insurance BC's Contact Centre.
- Provision of funding support for a variety of food and nutrition programs. Examples are: BC School Fruit and Vegetable Nutritional program for First Nations schools; Food Skills for Families program which teaches cooking and healthy eating skills in a manner that is culturally suitable for multicultural, new immigrant and Aboriginal families and community gardens in remote First Nations communities.
- Provision of support for *The Informed Dining* program which provides support to ethnic restaurant operators for nutritional analysis and adjustment of menus.
- The ministry is leading a review of provincial parent publications to determine future needs for translated and culturally adapted resources.
- Provision of funding for *The Farmers' Market Nutrition Coupon Program* which provides coupons for British Columbia produced healthy foods for low income families and seniors from diverse backgrounds.

A number of ministry telephone, print, audio, video and internet resources have been translated into multiple languages. Some examples are:

- A provincial patient brochure on health care in four languages to help patients and families understand what services are available and what they are personally responsible for.
- Patient experience surveys printed in multiple languages.
- Healthy Families BC breastfeeding web articles in Simplified and Traditional Chinese and Punjabi.
- Promotional material translated into French, Cantonese, Mandarin, Persian, Korean and Punjabi languages about the QuitNow phone service available in 130 languages, to help adults quit smoking.
- Information sheets about Fair PharmaCare Plan in Chinese, French, Punjabi, Farsi, Korean, Vietnamese and Filipino.
- Diabetes management information and BC Smoking Cessation Program information provided online in Chinese, French, Punjabi, Farsi, Korean and Vietnamese.
- Strategies and Actions for Independent Living (SAIL), Home Activity Program instructions in Chinese and Punjabi.
- Healthy Eating for Seniors Handbook in Chinese, Punjabi and French.
- Vital Statistics Agency brochure for new mothers in German, Punjabi, Simplified Chinese, Traditional Chinese, and Tagalog, outlining how to register the birth of their child.
- Information pamphlets and tear-off pads about the new BC Services Card available in English, Punjabi, French, and Chinese. Both Health Insurance BC and ICBC provide related multilingual customer service.

Ministry of International Trade and Minister Responsible for Asia Pacific Strategy and Multiculturalism

MANDATE

The Ministry of International Trade and Responsible for Asia Pacific Strategy and Multiculturalism pursues strategic opportunities to promote British Columbia internationally as a preferred place to invest and do business. This is done by delivering services that accelerate British Columbia's exports, attract strategic investments including international offices, develop international partnerships, increase awareness of B.C.'s competitive advantages, negotiate trade agreements and deliver venture capital programs. The ministry also promotes the benefits of B.C.'s diverse cultures and connects communities with services to eliminate racism and foster the full and free participation of all British Columbians in the economic, social and cultural life of British Columbia.

These efforts promote economic prosperity in communities across the province while simultaneously positioning the province for long-term growth and job creation.

Specifically, the ministry works to:

- » Open and expand priority markets for B.C. goods and services, particularly in Asia, Europe and the United States, and engage B.C. exporters in new opportunities;
- » Attract strategic investments to British Columbia's priority sectors;
- » Leverage investment capital programs (venture capital and infrastructure) to support a competitive business environment; and,
- » Promote the value of diversity and inclusiveness in B.C. communities.

The ministry leads government's important work on multicultural projects and promotes the value of diversity and inclusiveness in B.C. communities. The ministry functions collaboratively with multicultural organizations across the province to ensure they are connected to the work we do for the benefit of all British Columbians.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry recognizes that a rich multicultural society helps nurture acceptance, understanding and mutual respect. Cultural diversity, increased participation and engagement by all cultures are vitally important to create a strong and vibrant social and economic future for all British Columbians.

The ministry is committed to building an organization that recognizes and celebrates diversity. This includes fostering a corporate culture of diversity that is built on trust and respect, is free of barriers, and where government policies (such as merit-based recruitment and hiring and intolerance for discrimination and harassment) are adhered to.

I live multiculturalism by...

Taking the opportunity to
learn from
international travellers.

The ministry encourages inclusion by providing access to discrimination prevention courses and diversity training opportunities for all levels of the organization. The ministry also supports participation in the Economy Sector's Professional Development Program, which is designed to contribute to an inclusive workplace by offering workshops on topics identified by ministry staff.

Highlights this year included sessions focused on fair and transparent hiring practices, effective communication and empowerment. Sessions were offered in multiple cities and through web-based technology to ensure access to all ministry staff.

Our ability to embrace diversity within our own organization is foundational to engaging communities and organizations in promoting multiculturalism across British Columbia. It also is an important quality for building effective relationships with international partners and potential investors.

KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

To foster a work environment that values individual and cultural differences, ministry employees continue to be supported to participate in a trusting work environment that is free of discrimination. Our team is highly representative of the multicultural communities that make up B.C., which contributes to a strong internal culture of diversity. For example, within the ministry, over 30 per cent of our staff can communicate fluently in a language other than English.

The ministry took part in the Aboriginal Youth Internship Program during the past year, welcoming one intern as a member of our staff. Participation in this program supports Aboriginal youth who want to make a difference, empowering them to lead their communities and our province into the future. The program mutually benefits the ministry and the interns with the opportunity to develop their leadership skills, and to share their culture and practices with others.

The ministry continues to support National Aboriginal Day with internal communications and materials available for employees as well as sponsoring Multiculturalism Week activities across the province, which provides an important opportunity to celebrate the province's rich diversity and distinct perspectives.

HIGHLIGHTS OF INITIATIVES

TRADE AND INVESTMENT

- The ministry continued to provide resources and tools to foreign investors, international buyers and other governments to drive international trade and investment.
- Our local and international offices, websites, telephone lines, and customer support services continued to serve as portals to our diverse range of stakeholders, using numerous multilingual formats to deliver services.
- We continued to support mobile-friendly versions of the Province's virtual Trade Representative website (www.britishcolumbia.ca). The Simplified Chinese, Korean and Japanese versions of the website offer an improved user experience and all language versions of the site are optimized for mobile devices.
- A new series of videos were also featured on www.britishcolumbia.ca. These highlight the successes that companies and entrepreneurs from India, Japan, China, Korea, the U.S. and Europe have achieved in locating and investing in B.C.
- The ministry supported two Premier-led trade missions to key priority markets:
  - Malaysia, Singapore and Hong Kong – to promote the development of B.C.'s liquefied natural gas (LNG) industry.
  - India – with an accompanying business delegation – to reinforce B.C.'s economic and cultural ties, promote further investment in B.C. and expand exports as part of the BC Jobs Plan strategy. This mission included visits to New Delhi, Chandigarh, Bangalore and Mumbai.
- Two Minister-led trade missions also were conducted to Asia and nations of the Association of Southeast Asian Nations (ASEAN).
  - China, South Korea and Japan - this mission strengthened B.C.'s long-standing relationships with key Asian markets and advanced the economic benefits of the newly signed Canada-Korea Free Trade Agreement.
  - A second mission opened up new markets for B.C. companies in China's second tier cities of Nanjing, Hangzhou and Shenzhen, and in the rapidly growing market of Jakarta, Indonesia in Southeast Asia. This mission provided opportunities to promote B.C. businesses and BC Jobs Plan sectors, including Internet communications technology/digital media, life sciences, LNG, forestry, transportation and infrastructure.
- Each mission deepened B.C.'s trade relationships and opened new markets for B.C. businesses in China and South East Asia. As well, these missions leveraged our family, cultural and business connections to these countries to strengthen our trade relationships, attract new investment, and diversify and propel economic activity and job creation throughout the province.

MULTICULTURALISM

EmbraceBC, our service portal for multiculturalism resources, provided more than $533,000 to support community multiculturalism projects across the province. More specifically, the ministry:

- Supported capacity-building across B.C. through the development and recognition of leaders in the areas of inclusive workplaces, anti-racism and cultural diversity.
- Collaborated with key business sector partners to identify and share best practices of inclusion and multiculturalism in the workplace.
- Provided support to B.C. communities to deliver locally led anti-racism and multiculturalism projects.

- Hosted the Provincial Nesika Awards that recognize individuals, organizations and businesses whose exceptional work helps bring our diverse cultures together.

HISTORIC APOLOGY

In May 2014, a formal apology was delivered on behalf of all members of the B.C. legislative assembly to Chinese Canadians for historical wrongs committed by past provincial governments. A consultation report was released at the same time that outlined eight legacy projects, which included a recommendation to preserve Chinese Canadian cultural history.

The Legacy Initiatives Advisory Council (LIAC) was created by government to assist with the legacy projects. The LIAC works with Chinese Canadian communities and other key partners to advise government on project implementation and to ensure that the projects are known and communicated throughout the province.

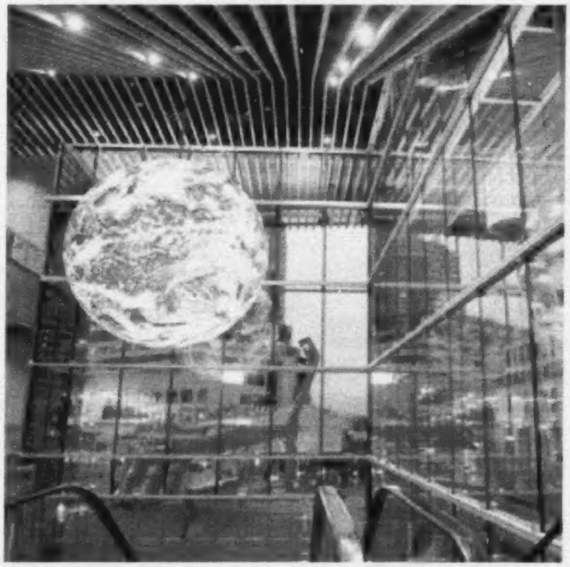
The projects are diverse and broad in scope and as such, they have won the support of community leaders and attracted considerable media attention. Upon completion, they will showcase the rich cultural history of Chinese Canadians in the province and provide a meaningful legacy for all British Columbians. Government is working with several partners to fulfill the recommendations, including: the Royal British Columbia Museum (RBCM); the Ministries of Education, and Forests, Lands and Natural Resource Operations; Heritage BC; B.C. Housing; the University of Victoria; the University of Vancouver Island; the University of British Columbia; Simon Fraser University; and the Chinese Canadian Historical Society of B.C.

Learn more: www.gov.bc.ca
(Search: Chinese Legacy BC)

LEGACY INITIATIVES ADVISORY COUNCIL

The ministry supported creation of the Legacy Initiatives Advisory Council (LIAC) with a mandate to support and advise government on the implementation of recommendations made in the Chinese Historical Wrongs Consultation Final Report. The LIAC formed working groups to provide focused input and guidance for each legacy initiative. The working groups continue to provide important leadership and community input as the projects continue to move forward. Highlights of that work include:

- Updated social studies curriculum was developed to include the historical experiences of Chinese, East and South Asian immigrants as a more formalized part of the K-12 curriculum. Draft curriculum was posted for feedback on the Ministry of Education's website.
- The province sought nominations from the public of historic places with significance to B.C.'s Chinese Canadian community that reflect the development and history of the province. Approximately 10 of the nominated historic places will be officially recognized by the Government of British Columbia and placed on the BC Register of Historic Places and the Canadian Register of Historic Places.
- The ministry launched a pilot project to create a computerized inventory of Chinese historical records and artifacts held in B.C. museums, showcasing the rich cultural history of Chinese Canadians in the province.



Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour

MANDATE

The Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour (JTSTL) manages key lines of government service that support and maintain the strong and diverse economy that British Columbians need for a secure tomorrow. This means seizing the opportunities and responding to the challenges of a globalized economy in order to support the creation of new jobs and position ourselves for long-term growth. To accomplish this, the ministry works to ensure that:

- B.C. is recognized globally as a preferred place to invest and do business;
- Investment potential in each of B.C.'s regions and communities is maximized;
- B.C.'s small business, tourism and creative sectors are thriving;
- B.C.'s labour force is highly skilled and competitive; and,
- B.C.'s workplaces are safe, healthy and fair.

The Ministry leads, and is guided by, government's economic strategy, *Canada Starts Here: The BC Jobs Plan. The Jobs Plan* is built around three pillars — enabling job creation, opening and expanding markets, and getting goods to market — and rests on a foundation of fiscal responsibility and a skilled labour force. Central to the Jobs Plan is the recognition that B.C. needs to secure its place in markets, in Asia and elsewhere that will drive provincial economic growth.

I live multiculturalism by...

Sharing experiences,
food and ideas.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry's executive is committed to providing a respectful environment, free from discrimination and harassment. We support cultural diversity in the services we provide and in the structure of our workforce.

The ministry employs staff in our many offices across the province, who are not only reflective of B.C.'s diversity, but who are also able to support local and international programs and policies in a culturally sensitive manner. The ministry executive supports initiatives that create a culturally diverse workforce and makes available discrimination prevention training and provides an orientation to the Standards of Conduct to new employees, which foster an environment of trust and respect.

Employees are encouraged to recognise and value the multicultural environment in which they work. The ministry fosters an inclusive workplace through its support of the Economy Sector 2014/15 Professional Development Program, which offers workshops on topics identified by ministry staff, including sessions on fair and transparent hiring practices, effective communication and empowerment. These were offered in multiple cities and also in a web-based format to maximize access to staff across the province.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The ministry recognizes the wide-ranging social and economic benefits associated with multiculturalism. The ministry has a strong commitment to providing information about B.C. programs and opportunities in languages and culturally-appropriate formats for newcomers to B.C., those considering relocating to settle or work here and to prospective international business partners, investors and tourists. To foster a work environment that values individual and cultural differences, the ministry employs staff in offices across the province, who are reflective of B.C.'s diversity and who are also able to implement local and international programs and policies in a culturally sensitive manner. For example, JTSTL employees are able to communicate fluently in over 20 different languages and use them to support interactions with citizens, B.C. business and investors.

The ministry also continued its support for the Aboriginal Youth Internship Program, which provides an opportunity to help Aboriginal youth build professional skills and networks, develop their leadership skills and share their culture and practices with others.

HIGHLIGHTS OF INITIATIVES

The ministry continued to grow a highly skilled and competitive labour force - able to meet the demand for skilled workers, now and into the future that benefits communities across the province. Initiatives in 2014/15 included:

- » Continued investment in skills training programs for Aboriginal people, including community-based employment and skills training for unemployed people, and job supports to prepare youth to enter the labour force;
- » Specific to the skilled trades, the Industry Training Authority (ITA) continued to offer the successful Aboriginals in Trades Training Program, and hired 15 Regional Apprenticeship Advisors, including six with Aboriginal subject matter expertise;
- » Invested over $2.2 million in seven Project Based Training Program projects specifically focused on skills training for Aboriginal people; more than 50 Aboriginal participants were engaged in B.C.'s Aboriginal Business and Entrepreneurship Skills Training; and,
- » Provided funding for two Labour Market Partnership Projects with a focus on recruiting Aboriginal people in the mining and shipbuilding sectors. Both projects worked on strategies to promote workplace diversity while investing in long-term plans for employment, training and retention of Aboriginal workers.

B.C.'s tourism and small business sectors continued to thrive last year, supported by strong economic growth, a balanced budget and low taxes in B.C. Key initiatives included:

- » Funding and staff expertise were provided to help develop and grow the BC Économusée network. This network of unique 'artisans at work' tourism businesses highlights the artisanal production of agricultural, craft and art products;
- » Supporting, through Destination BC, the growth and promotion of Aboriginal tourism businesses and the development of cultural tourism in B.C. by highlighting B.C.'s Aboriginal history and cultures, which are vital to our province's social tapestry. Many Aboriginal people in B.C. recognize the power of tourism to help preserve Aboriginal cultures and economically benefit their communities; and,
- » Continuing to make small business program resources and services available in languages for diverse audiences with websites, telephone lines, program guides, videos and customer support services offered in numerous multilingual formats, including:
    - The *Starting a Small Business Guide* and the *Import/Export Guide* made available in English, Korean, Punjabi, Simplified Chinese and Traditional Chinese.

The ministry worked to attract and retain new workers, entrepreneurs and students to the province through WelcomeBC, a broad framework providing immigration, settlement and immigration-related services and essential information to assist prospective immigrants, newcomers and multicultural communities across the province. Initiatives included:

- Translated key content areas of the website for prospective immigrants looking to move, work and settle in B.C., as well as for newcomers to B.C.;
- Provided information on foreign qualifications recognition, job profiles for immigrants and information on *Your first few days in B.C.* which is available in Punjabi, Traditional Chinese and Simplified Chinese;
- Offered multilingual publications and videos, including: the *B.C. Newcomer's Guide, Pre-Arrival guides* and *Newcomer's Guide* videos, available in 14 different languages including Arabic, English, Farsi, French, Hindi, Japanese, Korean, Portuguese, Punjabi, Russian, Simplified Chinese, Spanish, Traditional Chinese, and Vietnamese;
- The B.C. Provincial Nominee Program (PNP), an economic immigration program based on provincial priorities and selection criteria offered accelerated immigration for foreign workers, students and entrepreneurs intending to live permanently in B.C. and who demonstrate the ability to become economically established and contribute significantly to the provincial economy; and,
- New to the PNP program last year was the introduction of a new stream, Express Entry BC, which builds on the federal government's immigration changes and allows B.C. to better meet its specific labour market needs. Express Entry BC has resulted in faster and more efficient processing for eligible skilled workers.

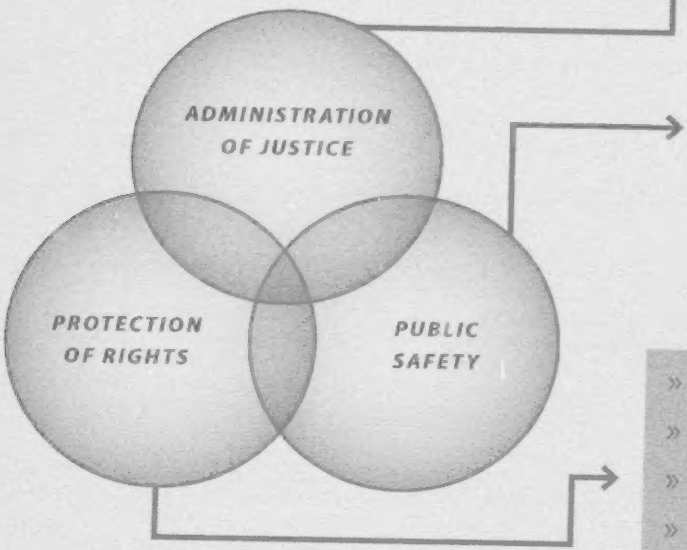
The ministry's Labour programs supported the needs of workplaces across the province, so that all workers in British Columbia, including newcomers, were informed about their rights and responsibilities in the workplace. Initiatives included:

- The Employment Standards Branch (ESB) partnered with the Economic Immigration Programs Branch to provide education sessions around the province specifically targeted to Temporary Foreign Workers and their employers;
- ESB also provided informational seminars on employment rights targeted to new immigrant workers, multicultural groups and business owners and continued train-the-trainer initiatives with multicultural organizations to assist them to share information on B.C. employment standards with their clients;
- In conjunction with the Mexican Consulate and WorkSafeBC, ESB continued outreach and education on workplace rights and responsibilities, including sessions for employers and workers engaged in the Seasonal Agricultural Worker Program;
- ESB provided factsheets in 10 languages other than English on its website and two of its informational videos have been translated into five other languages; and,
- The Employers' Advisers Office (EAO) delivered employer training seminars with live simultaneous translation in Mandarin, including an Introduction to WorkSafeBC and Joint Occupational Health and Safety Committee. These sessions featured translated handouts and presentation notes, which are now in the EAO's materials library, allowing the EAO to continue to offer these courses to employers with primarily Mandarin-speaking staff.

Ministry of Justice

MANDATE

The mandate of the Ministry of Justice is to administer justice, deliver public safety services and programs, lead emergency management and provide legal advice to government. We accomplish this through our dedicated and professional workforce, innovation and service excellence in fulfilling the following responsibilities:



- » Policing
- » Prosecution services
- » Court services
- » Correctional services
- » Restorative justice
- » Civil forfeiture
- » Victim services

- » Road safety
- » Liquor regulation and distribution
- » Crime prevention
- » Criminal record checks
- » Emergency management
- » Coroners service
- » Fire safety/prevention
- » Regulation of private security industry

- » Family, civil and administrative justice services
- » Family maintenance enforcement
- » Legal aid
- » Legal advice/services to government
- » Consumer protection

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- » The Ministry of Justice works continuously to update and improve its programs to ensure they are delivered equitably and in a way that reflects sensitivity towards multiculturalism, and to ensure compliance with the *Charter of Rights and Freedoms*, the *Human Rights Code* and the *Multiculturalism Act*.
- » Key decision makers within the ministry have also participated in a diversity and inclusiveness awareness session.
- » The executive team leads the ministry in the commitment to multiculturalism; a diversity competency has been integrated in performance expectations of all supervisors and managers, as published on the Supervisory Learning and Development website.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

- » The Ministry of Justice values diversity in the workplace where individuals are treated with respect and can work without discrimination. We ensure cultural competencies are built into our hiring process where appropriate.

- The ministry is made up of talented and diverse teams that provide services to the people of British Columbia. Over the past fiscal year, over 900 employees have furthered their competence in working with diverse clientele and teams by attending training and development programs. Examples of development undertaken include:
    - Almost 600 people enhanced their capacity to manage and lead diverse teams; and
    - Almost 400 employees learned ways to provide culturally sensitive programs and services to our clients.
- The ministry also works with stakeholders to ensure policy and program development reflects the diversity of the province.
- The following section of the report highlights the many examples of the ministry's diverse initiatives, including partnerships with stakeholders and other organizations that support multiculturalism throughout the province.

I live multiculturalism by...
Embracing everyone equally.

HIGHLIGHTS OF INITIATIVES

COMMUNITY SAFETY AND CRIME PREVENTION BRANCH

- The Community Safety and Crime Prevention Branch offers specialized multicultural and Aboriginal victim services, outreach and counselling support for women impacted by violence.
- VictimLink BC, a toll-free service that provides information and referral services to victims of crime, including women who have experienced violence, is funded by the branch. VictimLink BC services are available in more than 110 languages, including 17 Aboriginal languages.
- Over $1 million in grants to Aboriginal communities for crime prevention and remediation projects was provided through civil forfeiture funds, as was over $100,000 in grants to address violence against immigrant and newcomer women.
- The branch is designing a pilot project, supported through federal funding, to explore the feasibility of delivering victim services in ways other than face-to-face, such as by telephone, text message and/or live meeting/skype, to victims who do not live near a victim service program. Emphasis will be placed on the importance of providing culturally relevant service delivery, particularly for Aboriginal communities.
- Through the Office to Combat Trafficking in Persons, the Community Safety and Crime Prevention Branch maintains dialogue and partnerships with immigrant, refugee, multicultural and Aboriginal organizations to identify, protect and provide culturally sensitive services to trafficked persons, including:
    - Ongoing distribution of Pocket Cards in 14 languages with information on human trafficking and a toll-free number to call for assistance;
    - A toll-free number (handled by VictimLink BC) that directs callers who are unable to communicate in English to an over-the-phone interpretation service; and
    - Ongoing delivery of the first Human Trafficking Training Curriculum in Canada, Human Trafficking: Canada is Not Immune, developed in consultation with representatives from Aboriginal, settlement and interpretation organizations, multicultural victim services, and immigrant and refugee service networks. This training is now also available in French.

CORRECTIONS BRANCH

- The Corrections Banch recruits widely to exemplify cultural diversity and provides training in multicultural awareness and discrimination prevention.
- The branch offers culturally-adapted relationship violence and substance abuse programs for court-ordered individuals with language barriers.
- The Aboriginal Programs and Relationships section was created in January 2008 to address the over-representation of Aboriginal peoples in the justice system. Its purpose is to engage communities and organizations in the management of Aboriginal offenders. A strategic plan has been developed to continue action on strengthening relationships between corrections staff and Aboriginal peoples and communities, delivering cultural training, recruitment and enhancement of training for Corrections' staff and Aboriginal justice service providers.
- The branch partners with the federal government and Aboriginal communities to implement the Aboriginal Justice Strategy (AJS), which operates in 34 communities and provides community-based services that range from court diversion to the re-integration of offenders returning from custody centres. Partnerships with the federal Department of Justice and provincial Ministries of Justice and Children and Family Development provide approximately 4.4 million dollars in cost-shared funding for AJS programs.
- The branch contracts with Aboriginal service providers for the provision of a variety of services for Aboriginal offenders incarcerated in the province's nine custody centres. Service providers are responsible for developing and managing the programs for each centre, coordinating Aboriginal cultural education and counselling programs, and providing release planning services.
- The Corrections Branch contracts with the Native Courtworker and Counselling Association of BC (NCCABC), a 42 year old organization that is located in 28 communities and in 70 per cent of the province's courthouses. NCCABC seeks to ensure that Aboriginal people in conflict with the law receive fair, equitable and culturally sensitive treatment by the criminal justice system. Joint provincial and federal Department of Justice funding of approximately 2.6 million dollars supports NCCABC to ensure continued involvement throughout provincial courts, including the Vancouver Downtown Community Court initiative.
- The Corrections Branch and the Justice Institute of BC have partnered to provide training in relationship violence, substance abuse management, facilitation skills and alternative measures to Aboriginal justice workers. Approximately 152 Aboriginal justice workers have been trained to co-facilitate these programs with probation officers with a specific focus on culturally appropriate practices.
- To address violence by men within intimate male-female relationships in certain cultural communities, the Community Corrections Division developed the Relationship Violence Prevention Program – Cultural Edition. The program is adapted from the ten-session Respectful Relationship Program and the seventeen-session Relationship Violence Program. This program introduces offenders to the range of abuse that occurs in relationships, including abuse that occurs in cultural communities. The program requires the men to explore some of the underlying factors that contributed to their resorting to abusive behaviours. The sessions and exercises are done in the client's native language.

COURT SERVICES BRANCH

The branch maintains multilingual fact sheets, website content and forms regarding a variety of programs and services, and provides links to other legal information websites and publications, including many multilingual resources.

Court administrative and sheriff services are provided to First Nations courts in New Westminster, Kamloops and Duncan.

Many court locations have court workers with an Aboriginal background who assist Aboriginal peoples by guiding them through processes and providing them with referrals to legal, social, educational, employment and medical services.

The Court Services Branch retains a pool of over 200 court interpreters who provide interpretation services at Criminal, Youth, Traffic, Municipal and Family Court hearings, in over 50 spoken languages as well as visual languages for the deaf and hard of hearing.

» Court proceedings are conducted upon request in French or in bilingual French/English in two court locations: Victoria (*Contraventions Act* proceedings only) and New Westminster (criminal and youth court proceedings). On occasion, other court locations also conduct bilingual or French trials.

The Violation Ticket Centre's automated telephone system includes client information in multiple languages.

The branch joined with the Tsawwassen First Nation to implement certain provisions of the Tsawwassen First Nation Final Agreement, which came into effect on April 3, 2009, allowing for some civil and criminal matters arising under Tsawwassen Law to be heard in B.C. courts. This successful implementation represents an historic moment in the evolution of the justice system in British Columbia, particularly with respect to making space in the province's court system for the laws and legal processes of a self-governing First Nation.

In 2011/12, Court Services created a database of French-speaking potential jurors in British Columbia. The branch is currently working with the BC Francophone Jurors Association to explore opportunities to promote and expand the database.

The branch supports the Registry of the Specific Claims Tribunal in the provision of administrative support services to the Supreme Court of British Columbia justices when assigned to the Specific Claims Tribunal. Note: the Specific Claims Tribunal is an initiative of the Federal Government, which is working to accelerate the resolution of specific claims in order to provide justice for First Nations claimants and certainty for government and industry.

» A key course in the Court Administration training program is "Self Wellness and Client Service", which includes appreciating diversity in the workplace and providing opportunities to give back to the community.

» In consultation with the World Sikh Organisation, the Court Services Branch developed and implemented policy that permits practising members of the Sikh faith to wear kirpans in public areas of courthouses subject to various assessments and procedures.

CRIMINAL JUSTICE BRANCH

The Criminal Justice Branch diversity strategy was created to promote awareness of diversity and inclusiveness in the branch, to research best practices and offer recommendations for initiatives to implement branch-wide, and to ensure consistency with a broader initiative to promote the importance of diversity and inclusiveness within the Ministry of Justice and the B.C. Public Service. By increasing awareness, we can better understand, respond to, and reflect the communities we serve. Work under this initiative includes ensuring branch publications, especially recruitment and retention materials, appropriately reflect inclusive language; professional development training on cultural awareness; and translation of branch publications whenever possible.

The branch collaborated with our justice partners to update the Victim Impact Guide and related form, which were then translated into nine languages and are publicly available on the branch's website.

The branch developed specialized training for both administrative staff and Crown counsel to support French prosecutions. In addition, as in previous years, the branch:

- Has two information sheets regarding the role of B.C.'s prosecution service and the role of the Crown counsel that are translated into nine languages and are publicly available on the branch's website;
- Ensures inclusive language that promotes multiculturalism, diversity and inclusiveness is used in our internal and external communications;
- Participates in First Nations Courts (located in New Westminster, Duncan, North Vancouver and Kamloops), which are a community-based, less formal court process for accused who identify as First Nations. The sentencing process involves the development of a holistic "healing plan" for the offender to address the underlying issues that may have led to the crime being committed;
- Makes resource counsel available to work with the Hate Crime Team to provide legal advice, information and support to the police and other Crown counsel across the province. Cases in which criminal activity is motivated by bigotry and intolerance of others are regarded as serious matters, whether bias, prejudice or hate is an aggravating factor as set out in s. 718.2 of the *Criminal Code*, or the offence is one of wilful promotion of hatred or advocating genocide, as provided for in s. 318 and s. 319 of the *Criminal Code*;
- Maintains a resource counsel position within the branch to assist the Crown with files which may have an element of hate or bias to them;
- Demonstrates a committment to alternative measures programs that recognize the traditional values and customs of Aboriginal communities and have been authorized under section 717 of the *Criminal Code*;
- Maintains a liaison with the Vancouver Police Department Diversity Policing Section;
- Staffs a French-language prosecutions team; and
- Contributes to a cross-ministry, multi-lingual website explaining the criminal justice system in British Columbia (JusticeBC).

EMERGENCY MANAGEMENT BC (EMBC)

- EMBC supports local authorities' development of culturally appropriate emergency preparedness, response and recovery plans.
- EMBC established the Integrated Disaster Council of B.C., composed of disaster response agencies and multicultural groups.
- A Letter of Agreement with Aboriginal Affairs and Northern Development Canada (formerly Indian and Northern Affairs Canada) confirms ministry support for First Nations communities if support is required in emergency response and recovery operations.
- Public safety brochures are available in Punjabi, Cantonese and Mandarin.
- The Office of the Fire Commissioner supports First Nations communities in fire investigations via direct request from RCMP, coroners or the First Nations communities for serious injury and fatality fire incidents.
- EMBC supports local fire departments through culturally diverse fire safety initiatives.
- Brochures dealing with the BC Coroners Service roles and responsibilities are available in a variety of languages.
- Coroners strive to ensure a culturally safe environment for families and communities of the deceased and to ensure that cultural and spiritual needs are respected.
- Coroners work closely with interpretation services provided through police departments and police victim services agencies to ensure coroners are able to communicate with family members in their chosen language.

» The BC Coroners Service was most pleased on May 2, 2014, to sign a Memorandum of Understanding (MOU) with the First Nations Health Authority of BC (FNHA), the first MOU the FNHA has signed outside the health care system. As stated in the Preamble to the MOU, the Coroners Service and FNHA "agree that it is our mutual desire to work together to improve the health, safety and well-being of First Nations in British Columbia." The FNHA was formed as the result of a tripartite agreement involving First Nations and the B.C. and federal governments to transfer control of First Nations health services to First Nations. More information about the FNHA can be found on their website: www.fnha.ca.

JUSTICE SERVICES BRANCH

» The Child Protection Mediation Program provides brochures in Chinese, Filipino, French, Korean, Persian, Punjabi, Spanish and Vietnamese languages. In addition, interpretation services and cultural supports are used in child protection mediation, where necessary, to support participation and accessibility for the diverse needs of ethnic groups in British Columbia.

» Almost a quarter of the mediators on the child protection roster self-identify as Aboriginal, the result of concerted effort to increase capacity to better service Aboriginal communities.

» The Parenting After Separation Program (a free, three-hour seminar to inform parents about the effect of divorce and separation on children) is offered online in English, Mandarin and Punjabi. A handbook for parents is also available in English, Mandarin and Punjabi.

» Family Justice Services Division local offices make concerted efforts to liaise and coordinate with immigrant-serving agencies within their communities.

» Multilingual family justice mediation services are offered through interpretive services that exist in various locations. In addition, family justice materials are available in a number of languages.

» The branch provides funding to Legal Services Society (LSS). Other funding is provided by non-government entities, such as the Law Society and Notary Foundation, in support of LSS's multiculturalism-related initiatives. LSS delivers public legal education and information, and a significant number of LSS materials have been translated into a variety of languages, including Chinese, Farsi, French, Japanese, Korean, Punjabi, Spanish, Vietnamese, Russian, Arabic and Polish. Legal information is also provided through ethno-cultural media outlets such as radio and newspapers, and many public legal education and information programs have been tailored for First Nations audiences.

» Additionally, LSS provides these services aimed specifically at Aboriginal persons:

  ° Public legal education and information materials for Aboriginal persons on a range of legal issues, including a legal information website;

  ° Legal aid intake on reserves; and

  ° The Gladue report disbursement project, which can assist in informing the sentencing process of an Aboriginal person.

» At the national level, British Columbia chairs a subcommittee of the federal/provincial/territorial (FPT) Aboriginal Justice Working Group and is leading the development of an FPT justice framework to address the issue of violence against Aboriginal women and girls. The group is preparing a report on their work to FPT Ministers Responsible for Justice and Public Safety in winter 2016.

» At a national level, as a member of the Continuing Committee of Officials on Human Rights, the ministry reports on British Columbia's compliance with various United Nations human rights treaties (such as the International Convention on the Elimination of All Forms of Racial Discrimination), and participates in FPT discussions considering whether Canada will ratify or become a signatory to other instruments.

- Through its human rights program, the branch funds the British Columbia Human Rights Clinic to provide services to complainants and respondents who require assistance with the prevention and resolution of human rights issues. These services, which include intake, triage, information provision, education, resolution and legal services to eligible persons, are delivered online, by telephone and through in-person workshops. A weekly drop-in triage clinic provides an initial evaluation, information on options, referrals and recommendation on services. B.C.'s *Human Rights Code* protects British Columbians from discrimination in areas such as employment, housing, and services and facilities customarily available to the public on the basis of: race; colour; ancestry; place of origin; religion; age; marital status; family status; physical or mental disability; gender; and sexual orientation.

LEGAL SERVICES BRANCH

- In conjunction with the Criminal Justice Branch, the Legal Services Branch has a specific position for Indigenous articled students. This program allocates one articling position annually for a law student having Indigenous ancestry.
- The branch assists the ministry and advises other client ministries to ensure compliance with the *Charter of Rights and Freedoms*, the *Human Rights Code* and the *Multiculturalism Act*.

LIQUOR CONTROL AND LICENSING BRANCH

- Educational videos on provincial liquor laws as they apply to bars and restaurants are available via the Liquor Control and Licensing Branch website. A version of the video for restaurants has been available for several years in simplified and traditional Chinese, Cantonese, Mandarin and Korean.
- Discussions have taken place to include another large licensee group – Punjabi speakers – but this will wait until the completion of the liquor policy review and resultant changes.
- The branch maintains a contract with the Provincial Language Service for interpreter services for use by liquor inspectors and licensing staff when required.

POLICING AND SECURITY BRANCH

- Police Services Division cost shares with Public Safety Canada (48/52 per cent) the provision of a dedicated policing service to First Nations communities. The goal of the First Nation Community Policing Service is to ensure that First Nations communities receive policing services that are culturally sensitive and responsive to the particular needs of the communities and that enhance the level of policing services normally provided by the RCMP under the Provincial Police Service Agreement. Police officers providing an enhanced service spend one hundred per cent of their time policing needs of the First Nations communities. Where possible, the police officers assigned to a First Nation community are Aboriginal or familiar with the culture and traditions of the First Nations. In 2014/15 there was an authorized force of 108.5 police members providing an enhanced service to 132 First Nations communities throughout B.C. through 55 Community Tripartite Agreements. Ten First Nations communities within the Stl'atl'imx Nation have organized a tribal service police unit to provide culturally sensitive policing and law enforcement on their lands. In addition, the treaty Tsawwassen First Nation has an agreement with the Corporation of Delta for the dedicated services of one Delta police officer to provide an enhanced service to their citizens.
- B.C. recognizes the importance of incorporating issues relating to diversity and policing into its overall law enforcement agenda. Policing and Security Branch sponsors the Provincial Committee on Cultural Diversity and Policing, which operates to enhance understanding, communications and participation between police and ethno-cultural minorities in BC. The Committee is composed of senior police officers, other law enforcement partners and representatives from B.C.'s ethnic communities.

- The Police Academy of the Justice Institute of B.C. has received a $205,000 grant through the Civil Forfeiture Office to facilitate the integration of cultural competency and bias-free policing core values throughout training curricula. This will include training police officers with respect to developing and maintaining community relationships, particularly with vulnerable members of the community.
- B.C.'s *Police Act* was recently amended to allow the government to set binding provincial policing standards to promote bias-free policing. Work on the standards is underway, with anticipated completion in 2016.
- As part of B.C.'s enhanced traffic enforcement program, public awareness programming promoting the B.C. Chiefs of Police's targeted road safety campaigns is made available to multi-ethnic radio stations broadcasting in Cantonese, Mandarin, Punjabi and Hindi, as well as to a northern B.C. Aboriginal radio station, to help address impaired, distracted and high-risk driving.

ROADSAFETYBC (FORMERLY THE OFFICE OF THE SUPERINTENDENT OF MOTOR VEHICLES)

- The Responsible Driver Program is a remedial program for drivers with prohibitions related to drinking and/or drug use and driving. Every Canadian province and many jurisdictions throughout the world have similar programs and they have been shown to reduce the risk of repeat alcohol and/or drug-related motor vehicle collisions and convictions. British Columbia contracts with Stroh Health Care to deliver the program province-wide. In addition to English, Stroh Health Care offers sessions in several different languages including Punjabi, Hindi, Cantonese, Mandarin, Korean, Vietnamese and Spanish. Stroh Health Care also welcomes translators into counselling sessions, as a user-pay service.

Ministry of Natural Gas Development and Minister Responsible for Housing

MANDATE

The purpose of the Ministry of Natural Gas Development (MNGD) and Minister Responsible for Housing is:

1. To guide responsible development and ensure maximum economic benefits to British Columbians from the province's natural gas resources, new export markets related to interprovincial pipelines, oil projects and value-added natural gas products, and the province's next new major industrial sector—that of liquefied natural gas (LNG); and
2. To provide British Columbians with access to safe, affordable and appropriate housing through policy and programs, technical codes and standards, and services for landlords and tenants.

The Ministry's stakeholders are the citizens of British Columbia and their representatives at all levels of government, First Nations, community groups, non-profit societies, schools, service organizations, private sector companies, project proponents, and environmental and industry associations.

Key to the Ministry's success is its ability to maintain strong, collaborative relationships with stakeholders, partner agencies and other levels of government.

I live multiculturalism by...

Living curiously, and not critically.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- » The MNGD Executive remains committed to respectful, honest, trustworthy and ethical behavior, and diversity in all its communications and actions. The Executive is ethnically diverse.
- » The Executive ensures policies, programs and decisions across government support the establishment of a thriving, competitive LNG industry that is environmentally and socially responsible.
- » The current focus is on building awareness and accountability for all by focusing on communication, conversation and ongoing dialogue.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

- » MNGD is comprised of staff with a variety of backgrounds who speak Cantonese, Dutch, English, Farsi, French, Gujerati, Hindi, Italian, Japanese, Kwa-Kwa-la, Mandarin, Persian, Polish, Portuguese, Punjabi, Russian, Spanish, and Tagalog. Different cultures represented in the Ministry are African, Austrian, British, Chinese, Dutch, East Indian, Fijian, Filipino, French-Canadian, Hindu, Iranian, Italian, Japanese, Korean, Kwa-Kwa-la, Persian, Polish, Portuguese, Punjabi, Russian, Scottish, South Asian, Spanish, Sri Lankan, Tsawataineuk First Nation, and Ukrainian.
- » The Oil and Strategic Initiatives Division came together to share Canadian experiences, such as taking a co-op student from Nigeria to their first Canadian hockey game.
- » The Upstream Development Division focused on building employee understanding and awareness; ensuring their recruitment and retention practices were inclusive and created Staff made presentations at division meetings on their travels and the different ethnic cultures encountered, such as in Papua in Indonesia.

HIGHLIGHTS OF INITIATIVES

- » The international LNG in B.C. Conference was hosted by the LNG Task Force in 2014. International delegates from the U.S.A., Australia, China, France, Hong Kong, India, Italy, Japan, Korea, Netherlands, Norway, Taiwan and the United Kingdom were in attendance.
- » In 2014 – 15, the Residential Tenancy Branch held the following public education sessions on landlord-tenant responsibilities:
  - April 2014 – Ready to Rent – Pauquachin First Nations group;
  - July 2014 – Settlement Services – Farsi Newcomers Group;
  - August 2014 – NewStart Program – diverse group of new residents to B.C.;
  - August 2014 – University of Victoria, International Business Students;
  - October 2014 – RED FM Radio – provided information to the South Asian community in Punjabi;
  - October 2014 – MOSAIC, Burnaby – settlement Outreach for temporary foreign workers;
  - November 2014 – Ready to Rent – Intercultural Association of Greater Victoria – newcomers to BC;
  - November 2014 – SUCCESS Settlement Services – presentation for Mandarin speaking newcomers;

    - November 2014 – Kelowna Community Resources – Immigration Settlement Services – multilingual non-profit organization dedicated to addressing issues that affect immigrants and refugees in the course of their settlement and integration into Canadian society;
    - January 2015 – RED FM Radio – provided information to the South Asian Community in Punjabi; and
    - January 2015 – Ready to Rent – Tsawout First Nations group.
- The Residential Tenancy Branch continues to publish our Guide for Landlords and Tenants in BC in Punjabi and Chinese.
- The Residential Tenancy Branch continues to offer the general Residential Tenancy Branch brochure in Arabic, Chinese simplified, Chinese traditional, Filipino, French, Japanese, Portuguese, Punjabi, Russian, Spanish and Vietnamese. All are available online.

Ministry of Social Development and Social Innovation

MANDATE

The Ministry of Social Development and Social Innovation focuses on providing British Columbians in need with a system of supports to help them achieve their social and economic potential. The key responsibilities include providing income assistance for those in need, delivering employment programs and services to unemployed and underemployed individuals, funding and overseeing programs and services delivered by Community Living BC, and supporting B.C.'s social innovation sector. In addition, the ministry is responsible for leading the implementation of Accessibility 2024, Government's 10-year action plan to make B.C. the most progressive province in Canada for people with disabilities.

EXECUTIVE COMMITMENT

Ministry leadership is committed to providing services and supports that meet the needs of an ever-changing and diverse community of clients. The ministry continues to streamline provisions and service delivery to support clients of all ethnic, religious and cultural minorities, as well as First Nations, Metis, and Inuit populations while encouraging independence and reducing barriers to employment. Ministry Executives whom are responsible for service delivery have created opportunities to consult clients and gain feedback towards improving services and client outcomes through online surveys, face-to-face consultations and townhall meetings.

Ministry leadership is committed to maintaining a work environment that respects and values diversity. Ministry practices are consistent with overarching BC Public Service corporate values and strategies presented in *Being the Best, Reflecting Our Communities* and *Citizens @ the Centre.*

I live multiculturalism by...

Listening to music from all over the world.

EMBRACING MULTICULTURALISM

The Ministry is a large organization with approximately 2,000 employees who represent a broad array of cultures. Dozens of cultural groups are represented in the ministry including First Nations, Metis, Inuit, as well as many other ethnocultural populations.

In 2014/15, the ministry identified an executive champion for diversity and inclusion. The champion's responsibilities include fostering a culture of diversity and inclusion within the organization by emphasizing and promoting diversity-related events and activities such as Aboriginal Awareness Week, diversity-related training and diversity fairs.

The ministry is dedicated to developing and implementing a three-year cultural engagement strategy which will devote a large component to diversity and inclusion. Beginning in June 2015, employees are now involved in the development of this strategy through focus groups, interviews and feedback sessions. Here employees have the opportunity to contribute to innovative and creative processes and co-create the future of ministry activities related to cultural engagement, diversity and inclusion.

The ministry has been a strong supporter of the Aboriginal Youth Internship Program and currently has two interns working in the areas accessibility, social innovation, inclusion and diversity.

The ministry recognizes the diverse physical needs of staff and clients to work and conduct business in a welcoming environment. All ministry offices are accessible to people with physical challenges and most provide additional supports that include low level access buttons, braille sign postings in washrooms and where required, adaptive technology that assists people with visual impairments.

OUTREACH WORK

The ministry realized an opportunity to work jointly with the Ministry of Jobs, Tourism and Skills Training to build and support community partnerships to improve employment outcomes for immigrants. Together, the ministries launched a project with Citizenship and Immigration Canada that involved regional agency collaboration and participation in community engagement events such as the Vancouver Immigrant Senior's Employment Forum, the Immigrant Employment Council of BC and the Professional Immigrant Network Roundtable.

The ministry employs several community outreach workers who collaborate and partner with community agencies to provide medical aid, food and shelter to clients with diverse backgrounds including immigrant populations. The community outreach workers focus on homelessness prevention, community engagement and removing barriers for clients transitioning into society from other facilities. This work requires building of trust and mutual respect of cultural differences and views.

MULTICULTURAL HIGHLIGHTS

The ministry provides services throughout the province that support a cultural and linguistic diverse client population, providing dedicated training and communication resources to deepen awareness and understanding of the intersections between multi-lingual services. Wherever possible, language is eliminated as a barrier to services for British Columbians. Through the Provincial Language Service, front line staff work with individuals through translation services and interpretive services in over 150 languages.

Where sufficient demand exists, Employment Services Centres services in English and French and provide on-demand specialized services to Aboriginal clients on reserve.

ROMANIAN
Sudanic
Japanese
Creole
SERBIAN
QUECHUA
Urdu
SWAHILI
PASHTU
Spanish
CROATIAN
FRENCH
ARABIC
HUNGARIAN
KURDISH
Mayan
TURKIC
Russian
Castilian
YORUBA
PERSIAN
PORTUGUESE
SOMALI
ITALIAN
ENGLISH
Albanian
ARMENIAN
Finnish
TAMIL
BOSNIAN
German
CHINESE
DUTCH

The Employment Program of BC (EPBC) is designed to respond to the needs of all clients, including those with specialized needs in accessing employment services. EPBC service providers are required to provide full services through WorkBC Employment Services Centres through a variety of ways that are tailored to meet specific service demands found in their catchment area. This includes welcome signs posted in different languages, Aboriginal cultural motifs integrated into employment centre design and employees that speak other languages.

The Services to Adults with Developmental Disabilities (STADD) Project was initiated in 2012 to develop an integrated system of supports to better meet the needs of individuals with developmental disabilities and their families. STADD has built connections with a range of multicultural and culturally specific organizations as a part of this work. This includes organizations such as the Multilingual Orientation Service Association for Immigrant Communities (MOSAIC), DiverseCity Community Resource Society and the Moving Ahead Program.
http://www2.gov.bc.ca/gov/topic.page?id=DF198B36936A4D9C8896C6331301E490

The ministry is also involved in communities across the province by participating in events such as the Vancouver Immigrant Senior's Employment Forum in March 2015 and Immigrant Employment Council of BC Professional Immigrant Network roundtable session in April 2015.

ENGAGING OUR STAFF

The ministry promotes and supports a culture of multiculturalism within the organization by recognizing and celebrating staff contributions, ideas on diversity and by reflecting on the differences in our workplace and communities. Employees contribute to an internal blog called "The Water Cooler" on the ministry intranet site, writing on topics of importance to them. Diversity and multiculturalism are common topics of discussion. Recently, Concepcion Fajardo, an Employment and Assistance Work in the Ministry's New Westminster office posted a blog to share her experiences and to encourage dialogue on diversity in the work environment.

DIVERSITY@WORK: CONCEPCION FAJARDO

I came to Canada from the Philippines in 2008 on a skilled worker visa with my husband and our four-year-old son. We did not have immediate family who could give us support.

It was really hard to start a life in Canada; with a different culture, weather, laws, etc. It was like putting a square peg in a round hole. I had many funny experiences about those days, they all turned into learning. We did not have any choice but to face the challenges of Canadian life and be flexible enough to fit into our new world.

My husband got a job within two weeks of our arrival in Canada while I looked for child care resources and sought out skilled immigrant training programs and community employment centres that would help me find a job.

A month later I was hired by an employment agency and shortly after, received an invitation from the ministry to test for a job as an Employment Assistance Worker. After completing the test, I was scheduled for in interview at an office in Abbotsford. I did not know where Abbotsford was, or how I could get there .Thank goodness I met a person (a town mate from the Philippines) from Abbotsford who helped me figure out bus and taxi schedules. I arrived four hours before the interview. When I met my interviewers, I was so nervous I couldn't even remember their names during the interview. After one month, my pre-employment documents were requested, my orientation was scheduled and I was given options to start job training-barely three months after arriving in Canada.

I thought the EAW job would be simple; however, it is a very complex and challenging job. I almost gave up emotionally because I was caught between the struggles of my job and my adaptability issues in Canada. I felt so down during those times of confusion and dealing with clients. I had too much on my plate and many nights ended up crying when I got home. I never gave up. I continued to face the battle with the support of my husband, my friends, my neighbours and my officemates. At work, I got all the encouragement that I needed to learn the job with my amazing coach and supervisor. I can still remember my supervisor saying to me "you are not alone; it will take two years to have confidence." It is really true. I felt the support from my team at the office as a new worker for the next couple of years.

I found an amazing team of coworkers who accepted me, helped me understand the work terms and environment and supported me to develop my skills as an EAW.

As time goes by, I feel more committed and encouraged to go to work every day not only because of the confidence I have developed over time but also because of the family-like working environment. I even overcame the feelings of homesickness and insecurities.

Our finances were tight and before I knew it, four and a half years had gone by before we had the opportunity to go back to the Philippines to visit our parents, siblings and other relatives. During our flight, the memory of my journey to Canada and the changes I'd experienced reminded me of a quotation I had read from President Barack Obama - "The best way to not feel hopeless is to get up and do something. Don't wait for good things to happen to you. If you go out and make some good things happen, you will fill the world with hope, you will fill yourself with hope." That is what my family did to survive, and I am happy to share these stories with you and my family.

Ministry of Technology, Innovation and Citizens' Services

MANDATE

VISION: to be recognized for excellence and innovation in technology, services and program delivery for British Columbians.

MISSION: to grow British Columbia's technology sector, champion innovation, and enable delivery of cost-effective, accessible and responsive services to citizens and the public sector.

We play a unique 'threefold' role within government:

» As a ***service delivery agent***, providing services directly to citizens;

» An ***enabling agent***, providing services and infrastructure to our client ministries and the broader public sector; and

» A ***change agent***, leading the development and implementation of corporate strategies.

Our goals are to create conditions for B.C. businesses to be successful, make it easier for citizens and business to interact with government and deliver efficient and effective services to the Public Sector.

I live multiculturalism by...

Living in my city and embracing everything it has to offer.

Áatlein Ḵiyeeytín
Welcome to Atlin
Taakú Ḵwáan
aanée
áyá

EXECUTIVE COMMITMENT TO MULTICULTURALISM

We aim to provide citizens and clients better access to services they need, more choice in how they get those services, the highest quality service experience possible, and the ability to participate in and have an impact on the design or delivery of those services. Our corporate operating principles of collaboration reflect how we engage clients, citizens and employees in the design and delivery of our services and programs to better accommodate user needs. We recognize that our clients will have different preferences as to how they access our services so our infrastructure enables in-person, phone and online resources.

The Ministry of Technology, Innovation and Citizen's Services (MTICS) has an Inclusive and Respectful Workplace Group that is co-led by two employees. The group is comprised of approximately 30 representatives across each division, several geographic locations and every level of the ministry. It is a purely grass-roots movement to initiate and promote inclusive and respectful activities, and to promote the ministry's culture with the values of inclusiveness and respect in mind. This group offered training and an ongoing discussion around demonstrating respect for individual rights and differences.

Ła bała Sgan

EMBRACING MULTICULTURALISM IN THE WORKPLACE

Various people across the ministry speak Mandarin Chinese, Dutch, French, Russian, Malay, Hindi, Punjabi, and Cantonese, various First Nations dialects, and one of our staff understands 'Jiangxi' from the Jiangxi Province, one of approximately 56 spoken dialects in China.

Additionally, our Information Access Operations unit – whose frontline staff manage citizen information requests – maintains an inventory of languages spoken by staff to assist FOI applicants who may need service in another language.

MTICS sent two employee representatives to the Roundtable on Diversity and Inclusion hosted by Provincial Multicultural Advisory Council (MAC) in partnership with the Inter-Cultural Association of Greater Victoria. The discussion and exercises from that event contributed to the development of strategies on how to make government services more accessible to diverse populations. Our Queen's Printer branch prints materials in numerous languages, based on the request of their clients. (e.g. French, English, Punjabi, Braille, Simplified Chinese, Traditional Chinese and Spanish).

Our Office of the Chief Information Officer celebrated diversity in the following ways:

- » Noon time photo sessions of vacations to get to know each other and learn from diversity;
- » A staff member shared a centuries old tradition by offering to deliver prayers to the Western Wall while vacationing in Jerusalem; and
- » When a staff member who is Muslim joined the team, special accommodation for prayer was offered in the event it was needed. During Ramadan, the amount of food was minimized in the workplace as a sign of respect for the colleague who was fasting, and the staff member shared traditional foods with colleagues after fast was broken. The staff member demonstrated how to wear a hijab and photos were taken. It was a fun, informal and a great way to initiate dialogue.

The Real Property Division (RPD) ensures employees are involved in multiculturalism and effective stakeholder relations. Throughout the 2014-15 year a number of activities supported this commitment:

- » Organized a cross-division workshop to complete and discuss the Canadian Council of Aboriginal Business (CCAB) Progressive Aboriginal Relations (PAR) management framework questions. This half-day workshop contributed to increasing awareness of Aboriginal relations activities across the branch and division.
- » Hosted an Aboriginal intern through the Aboriginal Youth Internship Program (AYIP) which will span over the 15-16 fiscal year as well.
- » Hosted a cross-division Cultural Awareness Event, 'Building Bridges through Understanding the Village'. This experiential workshop which has been inspired by Jann Derrick's teaching of "The Circle and the Box", and by many Elders' teachings, helped us understand traditional Aboriginal values. The workshop explored our personal role in supporting the revival of Aboriginal values that worked so beautifully for thousands of years and took an in-depth review of the effect of Residential Schools and Canada's Policy of Assimilation.

Service BC comprises a number of different and diverse work units including BC Stats, Registries and Online Services, Service Design and Integration, Strategic Support Services and the 62 Service BC offices across the province. Around the Service BC regional offices, 15 signs in the local First Nations language have been erected to acknowledge the First Nations culture. In other offices, multiculturalism is recognized by celebrating Chinese New Year, Robbie Burns day etc. In 2014 and 2015, some offices celebrated the World Cup Soccer (men's and women's respectively) by hanging flags of the different participating countries – this visually recognized the diversity of the World Cup games.

HIGHLIGHTS OF INITIATIVES

One of MTICS' ongoing key performance measures is the percentage of First Nations with access to broadband facilities. The ministry collaborates with First Nations organizations and the federal government on a shared goal of connectivity for 203 First Nations in support of the Transformative Change Accord. Broadband connectivity in rural and remote areas will provide access to health care information, online educational opportunities, government services online, as well as the preservation of cultures and languages that, together, will help bridge the socio-economic gap.

Government also has a responsibility to ensure all British Columbians are aware of the various services, programs and supports that serve the public – and broader discussion and questions about these matters often involve Government Communications and Public Engagement (GCPE) and media. To that end, the planning of all proactive communications opportunities and issues management-related activities are always reflective of the needs of provincial, regional and those media outlets whose primary focus is a specific ethnic population – including, where appropriate, providing translation of communications materials. GCPE also has dedicated staff that directly engages with those same media outlets to ensure we are meeting each of their respective needs.

Service BC collaborated with local Aboriginal Peoples over the past three years to create original "welcoming" signage in the primary local dialect. To date, 15 offices across the province now display unique signage. Service BC and local Band leadership worked alongside one another to identify culturally appropriate wording and images, to ensure all members of the Aboriginal Peoples' community would feel welcome in their local Service BC offices.

The first photo shows one of the signs created in collaboration with the Tsimshian First Nation. As part of the Aboriginal First Nations Signage project, Service BC in Prince Rupert engaged with the local Friendship House Association. The result was an original art piece created and signed personally by their Youth Group. It is hung with pride above the Community Access Terminals. The words, "ta bata Sgan" means "The Welcome Mat is spread for you."

The second photo shows the "Welcome to Atlin" proudly displayed in the Atlin Service BC office. The signage was designed and created by Wayne Wm. Carlick in March 2011. Wayne is known as a master carver and artist and is a member of the Atlin Tlingit First Nation and Taltan First Nation Raven Clan from the Xooxhitan House. Wayne's traditional name is Yaa Nda Kin Yell meaning 'Flying Raven'. He was raised on the Taku River in Northern B.C.

Prince Rupert and Atlin Service BC offices along with 13 others throughout the province are honoured to display these beautiful works of art to be enjoyed and welcomed by all the great citizens of British Columbia.

SOURCE: SERVICE BC - PERRY SLUMP, DIRECTOR SERVICE ANALYTICS AND STANDARDS

Ministry of Transportation and Infrastructure

MANDATE

The Ministry of Transportation and Infrastructure builds and maintains B.C.'s transportation infrastructure to ensure a safe, efficient and reliable network of highways and bridges across the province. Throughout B.C., the ministry makes essential transportation investments that create more economic opportunities through increased trade, new business partnerships and the creation of long-term jobs in communities across the province.

British Columbians are linked to each other and to the world by an integrated transportation network that moves people and goods by road, rail, air and sea. Transportation is key to B.C.'s success – in 2013, it contributed $10.8 billion in gross domestic product (GDP) and directly employed more than 121,000 people.

The ministry is also responsible for transit investment through the Evergreen Line and BC Transit, regulating passenger transportation through Passenger Transportation Branch and promoting compliance of safety regulations in the commercial transport sector through Commercial Vehicle and Safety Enforcement.

I live multiculturalism by...

Meeting new people and respecting their beliefs.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Diversity is a key goal for the ministry as it works to maximize the strengths of the employees and reach out to further engage with citizens. The ministry recognizes and embraces the opportunities presented by the ongoing demographic shifts and pressures transforming the public service. The focus on diversity aligns with the corporate diversity strategy, *Reflecting our Communities*, and is emphasized within the annual ministry Workforce Plan.

The ministry works with local governments and First Nations on multiple fronts, including the recent development of BC on the Move: a 10-Year Transportation Plan. Not only did the ministry consult with local First Nations communities on the development of the plan, but also identified ***Building Partnerships with First Nations*** as a key strategic priority.

The ministry's executive supports the Employee Advisory Forum (EAF), which is made up of approximately four dozen employees. The forum represents diversity not only in age, gender and culture, but also in the variety of positions, geographic locations, type of work and business units they represent. The EAF's Mission is to improve the work environment. Diversity lenses are applied to EAF projects as they are developed and implemented.

EMBRACING MULTICULTURALISM IN OUR WORKPLACE

Recognizing the value of a diverse workforce, the ministry is fortunate in attracting employees from many cultures, and strives to continue to attract, develop and retain a workforce that reflects and serves the diverse and numerous cultures of British Columbians.

Two programs - the Technician Entry Level Program and the Engineer in Training program are marketed to under-represented candidates in rural and urban communities. The recruitment team and marketing materials reflect the diversity of the ministry's workforce.

ASCADES
OAST HOTEL
CONVENTION
CENTRE

The EIT/GIT and TELP program(s) provides participants with early-career opportunities to experience the diversity of the ministry in a series of assignments leading towards a clear career path within the ministry in engineering and technical disciplines.

Developing talent that is reflective of our communities is critical to the success of the ministry delivering its mandate. As such, the ministry supports the government-wide Aboriginal Youth Internship Program (AYIP). In 2014, the ministry saw an Aboriginal Youth Intern successfully complete their term. The ability to work with Aboriginal Youth interns has been invaluable to the ministry, as we continue to learn more about Aboriginal people and their culture.

Supervisors are provided with the tools and resources to promote multiculturalism and inclusion, and are informed of other related courses available through on-line learning. This includes holding four cross-ministry Supervisor Live Meetings and one cross-ministry Supervisor Newsletter that had a focus on honouring, recognizing and respecting diversity and multiculturalism in our workforce. The ministry also actively supports and promotes diversity related learning opportunities provided by the Learning Centre.

The ministry is actively delivering Standards of Conduct awareness sessions which include an enhanced section on a respectful workplace that values multiculturalism and diversity.

The ministry also held Respectful Workplace Training, which includes information on respecting and recognizing diversity and multiculturalism in our workforce to over 150 employees in 2014/15.

The Employee Advisory Forum produces a calendar that highlights days of significance to people of other cultures, such as Diwali, Eid, Ramadan and Navroz, which creates the opportunity for co-workers to celebrate the diversity of ministry's workforce.

The Language Inventory Database, piloted by the Lower Mainland District, has had a number of impacts on that work unit of approximately 50 employees that go beyond the initial intention of identifying languages spoken by staff members to enhance service to the public. The increased awareness of the diversity of the workforce has resulted in staff-led information sessions and participation in a variety of cultural events and celebrations over the past two years.

Social media and internal communications provide information to all employees about the resources available to promote inclusiveness and diversity, including 15 diversity-focused intranet articles, Executive emails promoting multiculturalism and internal promotions of Canadian Multiculturalism Day.

HIGHLIGHTS OF INITIATIVES

The ministry recognizes the importance of embedding the principles of diversity in its policies, services and other business practices and conducts numerous public outreach activities in order to acquire diverse perspectives throughout our multicultural province.

The ministry continues successful practices to partner with First Nations to support economic development, including the following activities:

- The ministry has dedicated employees to consult with First Nations on highway corridors, including major capital, rehabilitation and projects that originate within the regions.

PARTNERSHIP IN ACTION

The area near Kamloops from Monte Creek to Hoffman's Bluff runs through some of the most archeologically rich valleys in the province. The ministry partnered with the local First Nations, who undertook the archeological fieldwork, the construction site monitoring and managing the preservation of artifacts. The involvement of the First Nation members has been instrumental to the protection of the First Nations' interests and to the success of the transportation project.

- Along the shores of the Tseycum First Nation on Vancouver Island, the ministry worked in partnership with the Tseycum people to prevent a portion of the Patricia Bay beach from eroding and washing out West Saanich Road. http://tranbc.ca/2014/09/17/how-we-helped-protect-1000s-of-years-of-bc-history-on-vancouver-island/#sthash.ApCHcWtR.7ucB4Svq.dpbs
- The ministry continues to partner with the Williams Lake Band to assist in the development of an operational group from the Band capable delivering construction services administered from within the Band on local frontage roads.
- The ministry has committed to focus on collaboration with First Nations for earlier involvement in the scope development and planning process for ministry projects. A recent example is the agreement with Cayoose Creek Indian Band to work collaboratively on the Highway 99 – Lillooet Station Bridge replacement.
- In the northern service area, the ministry works with the Prince George Nechako Aboriginal Employment and Training Association (PGNAETA) and is in discussions about work experience for its students. The region also works with local high schools to promote the ministry as a potential future employer, and provides work experience opportunities for students.
- The Northern Region also promotes local heritage days, such as Métis Heritage Day in Fort George and National Aboriginal Day, and to encourage staff to participate, all to heighten aboriginal awareness.

To strengthen relations and pursue future opportunities, there is significant First Nations involvement in many construction and highway projects undertaken by the ministry:

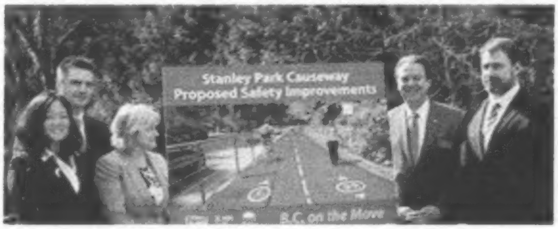
- The ministry has been meeting with First Nations communities regularly to discuss and receive input in the planning phase of the George Massey Tunnel Replacement Project on matters including the environment, design and safety. The ministry will continue to seek First Nations' input as the project progresses.
- In partnership with First Nations crews, the South Fraser Perimeter Road Project has completed the work at the First Nations recognition area. The recognition area is designed to educate, recognize and commemorate Coast Salish culture and history, as well as the history of the local communities and cultural groups in the area. Signs and First Nations art have been incorporated as a means of educating and celebrating Coast Salish heritage.

The ministry has been successful in actively engaging First Nations on work related to several ministry projects. This includes opportunities in the area of environmental and archaeological services, clearing, grubbing and ditching work, invasive plant management services, traffic and control management, as well as assisting with the delivery of ministry projects.

- Project delivery continues on Highway 1 east of Kamloops, with up to 20 local First Nations members providing archaeological and cultural monitoring services for the Monte Creek to Pritchard Phase 2 and Pritchard to Hoffman's Bluff Phase 1 projects.
- The ministry has hired two members of the Neskonlith First Nations to work on the Field Services crew for the Monte Creek – Pritchard Phase 2 and Pritchard to Hoffman's Bluff Phase 1 projects.
- Project delivery continues on Highway 1 at Malakwa Bridge, with members of the Splatsin First Nation providing archaeological and cultural monitoring services.

The ministry continues to communicate and provide information access to citizens through public engagement, language access, social media, consultation and other activities that embrace the multicultural and diverse nature of our province:

- As part of the ministry's *BC on the Move: a 10 Year Transportation Plan* public consultations, from October to December 2014 the ministry held 100 meetings with 550 representatives of First Nations, local governments and other various diverse stakeholder groups.
- The ministry identified 12 key priorities during the BC on the Move public consultation, one of which includes: ***Building Partnerships with First Nations:*** *The Ministry of Transportation and Infrastructure builds positive relationships with First Nations by working together to identify ways for First Nations to benefit from related economic and employment opportunities, and to resolve issues and impacts from projects.* This began with consulting and partnering with local First Nations for the $7-million Stanley Park Causeway Safety Improvements. http://www.newsroom.gov.bc.ca/2015/03/province-to-fund-stanley-park-causeway-safety-improvements.html
- The ministry continues to provide signage, artwork and publications in multiple languages and representing multiple cultures, and uses internationally recognized symbols and graphics where it determines a need exists. The ministry partners with First Nations to illustrate and display this artwork and other pieces of cultural history to residents and visitors of this province. http://tranbc.ca/2012/12/06/get-your-art-fix-on-the-sea-to-sky-highwa



- Through social media, the ministry encourages British Columbians to appreciate the contributions of First Nations to the province. In 2014/15, the ministry's social media channels (blog, Twitter, Facebook, Flickr, YouTube and others) created and published 14 posts promoting First Nations partnerships with the province.
- In 2014/15, the Pacific Gateway Branch joined with other Ministry of Transportation and Infrastructure departments and TransLink to participate in the Transportation of Canada's centennial conference in Montreal.
- *Gateway to Prosperity,* produced by the Pacific Gateway branch, is available on the Pacific Gateway website and the ministry's YouTube Channel in English, Cantonese, Mandarin, Korean and Japanese. www.pacificgateway.gov.bc.ca/video.htm

- A French version of the Gateway to Prosperity video was recently produced and is now also available on the website. www.pacificgateway.gov.bc.ca/french.htm
- Many Commercial Vehicle Safety and Enforcement team members can communicate with commercial truck drivers in a variety of languages.
- The Passenger Transportation Branch has been commended for their top customer service ratings: this branch requires strong cultural-competency skills in order to work closely with associations and companies on licensing commercial passenger vehicles.
- The Evergreen Line Project has made information available on their project website in Cantonese, Korean and Farsi.

British Columbia Assessment Authority

MANDATE

BC Assessment is a provincial Crown corporation, created in 1974 under the Assessment Authority Act, and governed by a Board of Directors.

Its vision is "We are trusted to value B.C." and its mandate is to establish and maintain an independent, uniform and efficient property assessment system throughout B.C.

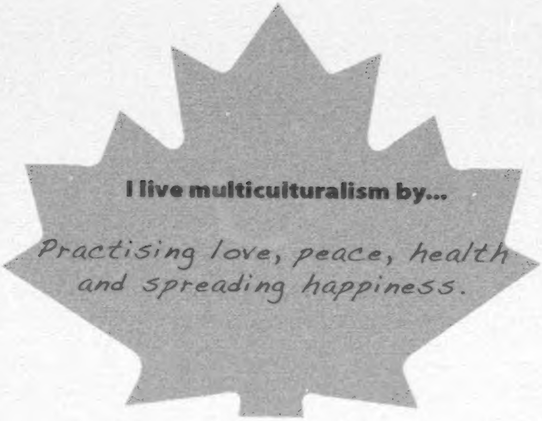
in accordance with the Assessment Act. BC Assessment produces annual assessment rolls at market value and issues annual notices to more than 1.9 million property owners. The annual assessment roll provides the basis for local taxing authorities to raise over $6.8 billion in property taxes that fund a variety of essential community services.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

BC Assessment's Executive Management Committee supports multiculturalism initiatives and employment diversity at the operational level. The overall responsibility is within the Office of the President and Chief Executive Officer.

The Communications and Government Relations Department and Human Resources Department are responsible for internal communications as well as the distribution of public information including publications, ethnic media relations and advertising and the public website.

British Columbia Assessment's Service Plan outlines the goals, strategies and performance measures for the organization.


I live multiculturalism by...
Practising love, peace, health and spreading happiness.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

BC Assessment has a diverse workforce of over 650 employees representing a variety of cultures and ethnic diversity, located in 16 offices across the province (see Language Skills Bank below).

BC Assessment was recognized in 2014 as one of British Columbia's Top Employers (and is a candidate again for 2015) and supports the delivery of 1.9 million assessment notices to property owners in January of each year with information about the assessment process. BC Assessment's commitment to multiculturalism and diversity is promoted to all employees as part of internal communications and to the public as part of the annual Property Assessment Communications Campaign. BC Assessment's Human Resources Department's hiring practices support diversity in the workplace (e.g. age/culture/gender/experience).

HIGHLIGHTS OF INITIATIVES

- BC Assessment has an internal Language Skills Bank (volunteer program) located on its Intranet site as a staff resource representing 21 different languages including Dutch, Cantonese, German, Mandarin, Russian, Punjabi, Spanish, Italian, Vietnamese, etc . The purpose of the program is to connect employees who have language skills other than English to help customers with oral or written questions during peak business periods.
- In 2014-15, BC Assessment provided assessment rolls and services on a contract basis to 60 First Nations in British Columbia that have the authority to establish independent real property taxation systems. A formal customer satisfaction survey of this client group is undertaken every second year.
- BC Assessment staff are available, upon request, to make presentations about the property assessment process, and annual assessment roll, to ethnic media, local government and community organizations to promote and publicize access to BC Assessment's services. B.C.'s ethnic media outlets are included on news release distribution lists and some BC Assessment spokespeople with language skills are trained to conduct interviews with select ethnic media outlets.
- BC Assessment translated radio and print ads for select Punjabi and Chinese media outlets in the Lower Mainland to raise awareness for the property assessment process and release of the 2015 Assessment Roll.
- BC Assessment often meets delegations from other nations to share information with a variety of multicultural relationships.

British Columbia Council for International Education (BCCIE)

MANDATE

The purpose of BCCIE is to promote International Education in and for the Province of British Columbia, enhance British Columbia's international reputation for education and support the B.C. International Education Strategy.

IN 2014/15, GOVERNMENT PROVIDED THE FOLLOWING MANDATE DIRECTION TO BCCIE: Develop and undertake activities and initiatives in support of Government priorities for International Education and the Province's International Education Strategy, as jointly determined and agreed to by the Ministry and BCCIE.

I live multiculturalism by...

Promoting inclusion for all in health, sport and recreation.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The nature of the work at BCCIE is well aligned with the values of multiculturalism and encourages respect, tolerance and substantial knowledge of other cultures and creeds. BCCIE incorporates this into its hiring practices wherever possible and considers linguistic diversity when posting all positions.

In addition, executive management at BCCIE supports staff to engage in cultural experiences at work. Professional development opportunities hosted through BCCIE support internationalization and global citizenry, two of BCCIE's core values.

KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

BCCIE values diversity in the workplace and employees at BCCIE come from a variety of cultural backgrounds including Chinese (Hong Kong, Taiwan and Peoples Republic of China), Brazilian, Malaysian and various European cultures. In addition to the variety of cultures represented at BCCIE, numerous languages are spoken among the staff including Mandarin, Cantonese, Taiwanese, Japanese, Korean, Spanish, Indonesian, French, English, Punjabi and Portuguese.

Examples of internal diversity activities at BCCIE include Lunch and Learn sessions on topics relevant to the theme of multiculturalism as well as co-op placements for students to gain work experience. BCCIE supports employees to use a portion of their annual professional development funds for language study. BCCIE also partners with other organizations to advance multiculturalism in B.C. and participated in the Asia Pacific Foundation's 2014 conference on the topic of strengthening Asia competencies in B.C. and Canada.

HIGHLIGHTS OF INITIATIVES

The nature of BCCIE's work promotes internationalization with the aim of attracting students to B.C. to study and encouraging more students from B.C. to study in other countries and cultures. Since our work encourages and supports more international students to study in communities across all of B.C., many of our ongoing activities can be considered to support advancing multiculturalism in B.C.

The list below highlights some of BCCIE's regular activities during 2014/15 that support and advance multiculturalism:

- Enhanced the British Columbia Study Abroad Consortium – a virtual consortium of post-secondary study abroad providers designed to encourage more B.C. students to study in other countries and more and smaller institutions to become engaged in this activity. In 2014/15, BCCIE grew the membership in the Consortium with additional institutions and offered 12 study abroad scholarship to B.C. students.
- Supported the B.C. government's International Education Strategy, launched in May of 2012 – worked to increase number of international students who choose to study in B.C. as well as supported those international students to study in different communities across B.C.
- Organized and hosted speaker series – coordinated ambassadors to speak about topics related to international education and provide cultural and market overviews.
- Acted as liaison with Foreign Consular Corps – regular outreach to consular corps in support of outreach to the communities they represent.
- Organized and hosted professional development events, conferences, and roundtables – many directly supportive of the goals of multiculturalism and advancing internationalization.
- Supported both incoming and outgoing delegations. In fiscal 2014/15, BCCIE led two outgoing delegations to China, one to India, one to Japan and Korea and one to Brazil. In addition, BCCIE led or coordinated three familiarization tours with delegates from the United States, India and Vietnam. BCCIE also hosted incoming delegations from China, India and Brazil.

BC Games Society

VISION

We strive to inspire exceptional experiences through sport.

I live multiculturalism by...

Hiring new Canadians.

MANDATE

The BC Games Society was established in 1977 by the Provincial Government under the Societies Act and is the leadership organization that guides the BC Winter and BC Summer Games and prepares Team BC for national multi-sport Games. We build on the expertise and support of partners to create development opportunities for athletes, coaches, officials, volunteers, and communities.

The society's success is based on the strength of its personnel and technological resources. Our Transfer of Knowledge program provides community volunteers with extensive written and on-line resources for planning and delivering the BC Games. Staff resources are focussed on providing guidance and expertise to the key volunteers of the Host Societies, overseeing the hosting bid processes, securing additional revenue, and managing the travel logistics for BC Winter and BC Summer Games athletes, coaches, and technical officials.

The society also has oversight of the Team BC program. Team BC is a select group of athletes, coaches, and team leaders who represent our province at Canada's premiere multi-sport events like the Canada Winter Games and Canada Summer Games. B.C. also assembles a team of athletes, coaches, and team leaders to represent the province at the Western Canada Summer Games. The Western Canada Summer Games bisect the Canada Summer Games and provide an opportunity for B.C.'s top age-class athletes to test their athletic talent against the best in the west.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The BC Games Society continues to help others lead, using our Vision and Values as our guide. Recruiting all volunteers based on the fabric of the community is critical. Integrity, trust and respect are the core of our game plan.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

- Society staff have communications skills in French, Slovak, Czech, Polish, Russian, German, Estonian, and Italian.
- Staff cultural backgrounds include Estonian, Slovak, Austrian and Italian, providing for sharing of backgrounds, foods at staff functions, and holiday traditions which then allows for a greater understanding of each other.
- Host community mayors and committees recruit their boards of directors and general volunteers to reflect the fabric of the community.
- Host communities take great pride in highlighting the cultural diversity of their region by way of inclusion in opening and closing ceremonies, games' time entertainment and hospitality.
- The Society continues its longstanding partnership with B.C.'s First Nations through a Memorandum of Understanding with the Aboriginal Sport, Recreation and Physical Activity Partners Council. The fall of 2014 saw the initial discussions toward a renewed partnership.

HIGHLIGHTS OF INITIATIVES

- The City of Nanaimo showcased its strong relationship with the Snuneymuxw First Nation through leadership roles and cultural involvement.
- The Nanaimo 2014 BC Summer Games involved all members of their community in the planning and implementation of their Games which included several cultural and First Nations contributions through performances
- Statisically, 88 athletes and coaches competing in Nanaimo self declared through their registration as being of abortiginal decent. This figure represents almost 3% of the Games particpants. This figure is a decrease from the Surrey 2012 BC Summer Games of 1%.
- Cultural and First Nations communities of Nanaimo were well represented on the Host Organizing Committee and other key volunteer and paid positions.
- Team BC worked with a First Nations artist to develop artwork into their walk-out clothing. The scarf and puzzle pin became highly coveted souvenirs by athletes and community volunteers alikeTeam BC particpated in a joint venture with Prince George Big Brothers and Big Sisters involving First Nations and visible minority youth.
- The society, through Team BC, invested in coach and leadership training for First Nations coaches in the Prince George region.
- Through our annual Mandate Letter, we continue to collaborate with sport system partners to promote the growth of ethnic and aboriginal sport.

TEAM BC PARTNERS WITH LHEIDLI T'ENNEH ARTIST FOR 2015 CANADA WINTER GAMES

Team BC has partnered with Lheidli T'enneh artist, Jennifer Annais Pighin, to commission three unique designs that will be used on Team BC apparel and pins for the 2015 Canada Winter Games.

"These beautiful designs are going to be a huge hit at the upcoming Games," said Coralee Oakes, Minister of Community, Sport and Cultural Development. "Congratulations to Jennifer Annais Pighin and Team BC for partnering on this exciting venture. What a great way to share the spirit of the North and the culture of the Lheidli T'enneh."

The Lheidli T'enneh was the Host First Nation for the 2015 Canada Winter Games, the first time a First Nation has been named an official host of the Games. Jennifer was born and raised in Prince George and is a proud council member of the Lheidli T'enneh.

Holding a Bachelor of Arts from Emily Carr, as well as a Bachelor of Education from UBC, she currently teaches art at Prince George Secondary School. "I am excited to be part of this project as it involves youth. Opportunities like this are so uplifting and the chance to share the pride of our culture and our province is exciting." Jennifer is a snowboarder and the outdoors has been her life. "I love winter. It is my thing," she said. Her eight year old twin boys enjoy sports including skiing and outdoor recreation, and her mother was a figure skater. Growing up on the North Nechako River, Jennifer developed a true understanding of and strong enduring bond with the natural environment which comes through in the three designs she created for Team BC.

The Team BC scarf is a unique design of a sockeye salmon, a staple food of the interior people. Jennifer explained, "Salmon take a phenomenal journey to Prince George and they are nothing like they were when they started, changing colours and becoming lean as they move up the river." Athletes and coaches from across Canada will also be making an incredible journey to arrive in Prince George for the Games.

Pin trading is a sport in itself at the Canada Games and the Team BC puzzle pin is sure to be a hot commodity. The three-part pin inspired by the work of her elders depicts a dug-out canoe, a traditional form of travel. The word Lheidli means "where the two rivers flow together" and the Lheidli T'enneh are part of the Dakelh people known as the "people who travel by water."

Team BC entered the Opening Ceremony of the 2015 Canada Winter Games wearing a shirt with an abstract landscape design that creates balance and flow while resembling the momentum of the various sports.

For more information on Jennifer Annais Pighin and her work you can visit her website at www.jenniferannaispighin.com

BC Housing Management Commission

EXECUTIVE SUMMARY

BC Housing is committed to multiculturalism and this is clear through our range of employee programs, our scope of client services in the community and our partnerships throughout the province.

This has been a transformational and action-packed year for BC Housing's multiculturalism, diversity and inclusion initiatives. Since launching our new and revitalized Diversity & Inclusion Framework and Implementation Plan in 2014/15 we have rolled out numerous programs. Our employees are engaging in these programs in unprecedented numbers.

In 2014/15, almost all our employees (over 600) took part in interactive, experiential learning including *Respect in the Workplace, Working Effectively with Aboriginal Peoples* and understanding and embracing the LGBTQ community. Passionate employee volunteers from every corner of BC Housing contributed to our revitalized Diversity & Inclusion Framework and Implementation Plan.

I live multiculturalism by...

Teaching children of all ethnic and social backgrounds.

Launching the revitalized plan included an active and engaged Diversity & Inclusion Committee, a well-attended and celebrated Inclusion Café and popular events including Lunar New Year, Anti-Bullying/Pink Shirt Day, and Canadian Multiculturalism Day. We can happily report that our employees came out in droves to celebrate multiculturalism, diversity and inclusion in 2014/15.

HIGHLIGHTS OF INITIATIVES

- » Employee Diversity and Inclusion Framework & Implementation Program
- » Employee Training and Development: Respectful Workplace
- » Employee Training and Development: Working Effectively with Aboriginal Peoples
- » Canadian Multiculturalism Day Celebration
- » Focus on Aboriginal Individuals and Families
- » Aboriginal Capacity Building
- » Women's Transition Housing and Supports
- » New Housing
- » Aboriginal Homeless Outreach

MANDATE

BC Housing is the provincial Crown agency that develops, manages and administers a range of subsidized housing options for British Columbians in greatest need and oversees the residential builder licensing and home warranty insurance system in the province, which, together with research and education initiatives, supports consumer protection for new home buyers. BC Housing's vision is housing solutions for healthier futures. Our values are Integrity, Respect, Commitment, Service and Accountability.

Our mandate is to fulfill the government's commitment to the development, management and administration of subsidized housing as reflected in an Order-in-Council under the Housing Act establishing the British Columbia Housing Management Commission (BC Housing) in 1967.

Our mandate includes responsibilities for the administration of the Homeowner Protection Act, including strengthening consumer protection for buyers of new homes and helping to bring about improvements to the quality of residential construction.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

BC Housing's executive commitment to multiculturalism is both long-standing and strong and is reflected not only in our policies, but in the training and events we provide our employees, the scope of client services we offer in the community, and the partnerships we foster throughout the province. Fostering a respectful, supportive and inclusive culture, both within our organization and externally in the communities we serve, is integral to who we are as an organization.

One of BC Housing's Service Plan objectives is to facilitate opportunities that lead to a more self-reliant Aboriginal housing sector. Our work toward this objective is assessed and measured by the Canadian Council for Aboriginal Business (CCAB). Since adopting this measure, BC Housing has successfully earned the high silver rating in attaining the Progressive Aboriginal Relations (PAR) Certification conferred by the CCAB. This achievement underscores our commitment to the Aboriginal sector in four areas:

- employment;
- business development;
- community investment; and
- community engagement.

MULTICULTURALISM POLICY AT BC HOUSING

Our Diversity & Inclusion programming was designed on the principle that an environment that is truly diverse and inclusive draws upon and respects the unique characteristics, skills and experiences of all employees.

We believe that diversity encompasses many individual attributes such as gender, race, ancestry, language, age, sexual orientation, religion, socio-economic status, physical abilities, learning styles, and life experiences. And we know that by increasing the wide array of perspectives resulting from diversity, our organization becomes more creative, flexible and productive. We recognize that a diverse workforce, within an atmosphere of respect and inclusion, increases our service capacity and enables us to be more responsive, sensitive and helpful to the diverse stakeholders, individuals and communities with whom we work.

BC Housing has had a multiculturalism policy in place since 1994. We are committed to ensuring an environment that supports and advances multiculturalism, including supporting and promoting multiculturalism in our initiatives and programs. All staff members are expected to respect multiculturalism in the workplace and in working with our tenants, clients, partners and the public.

EMPLOYEE DIVERSITY AND INCLUSION PROGRAM

BC Housing's Diversity & Inclusion Framework and Implementation Plan was launched in 2013/2014. Emerging from a consultative internal process, including employee focus groups, consultation with community agencies and research into best practices, the Framework and Implementation Plan outlines specific goals that positively impact the workplace experience of existing employees, improve our ability to attract and retain diverse talent, and enhance the capabilities of our employees in all interactions.

More specifically, the Framework sets out our rationale for intentionally fostering diversity and inclusion in our organization, establishes our definitions of both diversity and inclusion, and articulates BC Housing's commitment to nurturing and growing capacity in these areas.

The Implementation Plan sets out the practical processes and specific activities that provide employees with the tools and support required to integrate diversity and inclusion practices into our work and daily interactions. These tools help us identify and address barriers to diversity and inclusion within our organization, and assist us in continuing to build a supportive, respectful and inclusive workforce as we become increasingly diverse.

The Diversity & Inclusion Framework and Implementation Plan focuses on three key areas:

1. ATTRACTING & ONBOARDING

Includes a review of our recruitment and onboarding processes, training and support for hiring managers and development of an Aboriginal recruitment and retention strategy.

2. ENGAGING & DEVELOPING

Focuses on skill development and capacity building, including foundational training sessions for employees such as respectful workplace and prevention of harassment training; workshops on building a culture of inclusion and more specific training opportunities such as sessions on Working Effectively with Aboriginal Peoples.

3. BUILDING THE CULTURE

Provides opportunities for both dialogue and celebration and includes activities such as an annual employee forum on diversity and inclusion and our long-standing annual Multicultural Celebration. This also includes our Diversity & Inclusion Lenses, tools for people throughout the organization to use as a guide to inclusive business practices.

As a piece of our overarching People Strategy, the Diversity & Inclusion Framework and Implementation Plan expands on our commitment to providing a healthy, safe and inclusive workplace in which respect and diversity are recognized assets. This affirms our commitment to building an organization that attracts and leverages diversity in our staff, and strives for respect and inclusion throughout our workplace and in the communities we serve.

RESPECTFUL WORKPLACE TRAINING

This year we rolled out mandatory respectful workplace training and are pleased to report that over 600 employees - 95% of our organization – have now completed the training. Called *Working Together to Build Respectful Workplaces*, training sessions continue on an ongoing basis, ensuring new employees receive the training as they enter the organization.

In this workshop, participants explore behaviours that create a cooperative, courteous, considerate work atmosphere – one that enables each person to do their best work and contribute to the success of the team. This includes reviewing BC Housing's Respectful Workplace Policy and key elements of a respectful work environment; identifying respectful and disrespectful team behaviours; recognizing the impact of our communication and behaviour on others; understanding our roles in creating respectful workplaces free from discrimination, harassment, and bullying; and exploring skills for working together in a respectful way.

MULTICULTURAL CELEBRATION

BC Housing celebrated Canadian Multiculturalism Day in June with our annual Multicultural Celebration. About 200 employees attended, with events not only at our Home Office but also at every one of our regional offices throughout the province. Celebrations included:

» World music and dance performed by guests and by BC Housing employees.

» Cuisine from around the world, as chosen by employees and identified as representative of their cultural ancestry.

» Our Stories: New Canadians and first generation Canadians shared their personal and family stories.

» World Cup theme: As 2014/15 was a World Cup year, our celebrations had a soccer theme. Employees shared memories of growing up in "soccer countries", shared World Cup stories and trivia and took part in a soccer skills competition.

- Map Station: Picking up from previous years' successful exercise, new employees and those who had not participated previously were each given as many red stickers as they needed to mark their ancestral homes on a large (over 10-foot) map of the world, building on the stickers placed previously. This impressive map, which hangs in a prominent spot in our home office year-round, shows that as a group we've descended from Canada's First Nations, Australia, Austria, Bangladesh, Bulgaria, China, Cuba, Denmark, El Salvador, England, France, Germany, Greece, Guyana, Honduras, India, Ireland, Iran, Israel, Italy, Japan, Kazakhstan, Kenya, Mexico, Netherlands, Nicaragua, North Korea, Philippines, Poland, Portugal, Romania, Russia, Singapore, Spain, South Korea, Sweden, Taiwan, Ukraine, Vietnam and many more countries around the world. Our intention is to continue growing and adding to our map, inviting new employees to add to it each year.
- Planning is currently underway for our 12th annual event.

FOCUS ON ABORIGINAL INDIVIDUALS AND FAMILIES

BC Housing is committed to supporting Aboriginal partners in the housing sector by exploring and increasing housing options to meet the needs of Aboriginal households, by working to increase the capacity of the housing sector to meet Aboriginal housing needs, and by supporting Aboriginal housing self-management.

While partnerships and programs exist specifically to support Aboriginal households, Aboriginal individuals and families are also supported by all programs across the housing continuum.

BC Housing has also been active in providing skills training through our Skills Plus program, building and preparing individuals for careers through development of carpentry, electrical and plumbing skills.

BC Housing has been recognized by the Canadian Council of Aboriginal Business with silver-level certification in Progressive Aboriginal Relations (PAR).

BC Housing was also a founding partner of the 2012 World Indigenous Housing Conference, the first international forum to bring Indigenous housing leaders, senior government officials, researchers and corporate heads from around the world together to learn from best practices, build a global network, and showcase Indigenous cultures.

ABORIGINAL CAPACITY BUILDING

Our partnerships with Aboriginal organizations over the past several years have been diverse, including working closely with the Aboriginal Housing Management Association (AHMA) on the transfer of the administration of subsidies and operating agreements of Aboriginal housing projects, ensuring Aboriginal self-management of these projects. BC Housing has also completed an ownership and management transfer of several properties on Vancouver Island to an Aboriginal non-profit housing society in that region; before being transferred to the Province, these properties had been funded through the former federal Rural Native Housing program.

WOMEN'S TRANSITION HOUSING AND SUPPORTS

Through BC Housing's Women's Transition Housing and Supports Program, Aboriginal women are supported by the provincial network of safe homes, transition houses and second-stage housing which include resources operated by Aboriginal service organizations in several communities. Based on a review conducted last year, BC Housing has implemented changes to better address the housing and support needs of women and children fleeing violence, including Aboriginal women and children.

BC Housing also supports three Aboriginal Affairs and Northern Development Canada safe homes in their provision of services to women.

NEW HOUSING

In a multi-year project, through our Aboriginal Housing Initiative, BC Housing is developing more than 200 new affordable housing units in eight communities across BC for Aboriginal people living off reserve.

This new housing has created safe, secure and culturally-appropriate housing for youth, women, elders and those who are struggling with addiction.

The units are funded with $50.9 million in one-time funding through the Off-Reserve Aboriginal Housing Trust, which was transferred from the Government of Canada to the Province. The Province is working in consultation with the Aboriginal Housing Management Association to administer this trust.

ABORIGINAL HOMELESS OUTREACH

BC Housing's Aboriginal Homeless Outreach Program provides urban and rural off-reserve Aboriginal people who are homeless or at risk of homelessness direct access to housing and other community resources in a culturally-sensitive manner.

At the core of the program is cultural awareness and sensitivity, respect for diversity and a spirit of flexibility in its approach to helping Aboriginal people and families who are homeless or at risk of homelessness to meet their goals of improved health, well-being and housing stability.

BC Hydro

MANDATE

BC Hydro is a provincial Crown Corporation with a mandate to generate, purchase, distribute and sell electricity.

OUR MISSION – To provide reliable, affordable, clean electricity throughout B.C., safely.

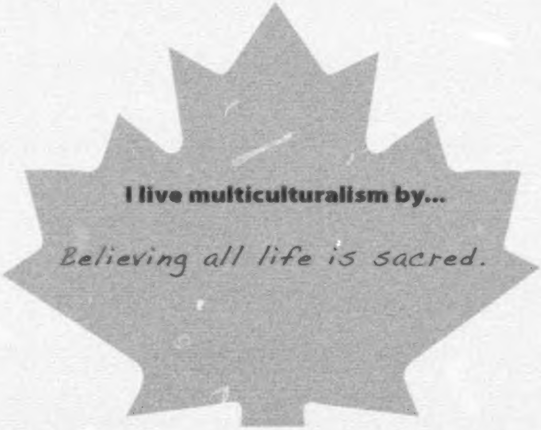
OUR VISION – To be the most trusted, innovative utility company in North America by being smart about power in all that we do.

OUR COMPANY-WIDE PRIORITIES

1. Make it easy for customers to do business with us
2. Deliver capital projects on time and on budget
3. Achieve highest level of energy conservation
4. Strengthen our proud and valued workforce
5. Continue to improve the way we operate

OUR VALUES

» We are safe
» We are here for our customers
» We are one team
» We act with integrity
» We respect our province
» We are forward-thinking


I live multiculturalism by...

Believing all life is sacred.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

» BC Hydro's approach to multiculturalism is integrated within a broader diversity strategy. Diversity at BC Hydro is understanding, recognizing and valuing the differences that make each person unique.

» In 2007, the BC Hydro Board and Executive team approved a long-term goal to increase BC Hydro's representation of women, visible minorities, Aboriginal People and People with Disabilities to the level of the B.C. workforce by 2017.

» Our method has been to establish a foundation of leading practices required to support an effective diversity & inclusion strategy, specifically:

- A sound business case for diversity and a clear definiton of what diversity is at BC Hydro;
- A well structured program detailing accountabilities, measurement, timetables and reporting;
- Aligned sourcing and recruitment strategies;
- Organizational support for leaders to build their understanding of how to manage diverse teams; and,
- Policies and governance that support equity and inclusion.

» As of the end of fiscal (March 2015), the following progress has been made toward achieving the diversity goal across the four designated diversity categories.

BC HYDRO DIVERSITY STATISTICS AS OF MARCH 31, 2015

Produced by BC Stats, Labour & Social Statistics Section May 27, 2015.

DIVERSITY	WOMEN	VISIBLE MINORITIES	ABORIGINAL PEOPLES	PERSONS WITH DISABILITIES
BC Hydro Non-IBEW employees	42.3%	25.3%	1.7%	1.5%
BC Hydro IBEW employees	3.6%	5.4%	4.1%	2.1%
BC Hydro Total Workforce	29.5%	18.9%	2.5%	1.7%
BC Total Workforce	48.5%	25.8%	4.6%	5.8%
BC Available Workforce*	25.8%	21.9%	3.2%	5.7%
BC Population	50.8%	27.3%	5.4%	5.6%

**Available workforce reflects the occupational distribution of jobs at BC Hydro.*

Note: Data from BC Stats survey of new BC Hydro employees. Respondents that do not return their survey to BC Stats are assumed to not be from one of the four employment equity groups; therefore the above data will be underestimated, also because the data is collected at the time of hire it underestimates disabilities that may be acquired during the course of employment.

Management and Administration have supported diversity & mulitculturalism by enacting the Employee and Workplace policy and by following Respectful and Healthy Work Place Principles as follows:

- All individuals have equal access to employment and advancement opportunities, and are treated in a fair and equitable manner.
- BC Hydro recognizes that accommodation is key to compliance with human rights legislation, and that the provision of accommodation is a shared responsibility between managers, unions and employees.
- Flexible work arrangements will be considered to help employees balance commitments to work, family, community and lifestyle, and may be negotiated where all stakeholders (including customers, managers and employees) are positively affected by the changes.
- Managers are held accountable for ensuring a harassment-free workplace.

The following mechanisms and processes were established to involving employees at all levels to promote diversity, including multiculturalism.

- BC Hydro maintains a diversity focused role within Human Resources to manage Diversity program governance, development and reporting.
- Employee and workplace policies articulate our commitment to a workplace that values diversity and is free of discrimination and harassment.
- All employees must participate in Respectful Workplace training, and refresh their qualification every 2 years.
    - Program is augmented with regular enterprise-wide scenario based communication on respectful workplace issues and their resolution.

- Resources and tools have been developed to support diversity in the workplace such as:
    - Quarterly enterprise diversity reporting;
    - Diversity fact sheet, toolkit, train-the-trainer materials, scenario based tools;
    - Contractor training module on diversity at BC Hydro; and
    - Cultural literacy workshops available upon request.
- BC Hydro also has multi-purpose quiet spaces for use by all employees at multiple locations for the purpose of reflection and faith-based practices on site.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

- National Aboriginal Day celebrated at BC Hydro headquarters in Vancouver and Burnaby. Employees were encouraged to attend events to celebrate the contribution Aboriginal people have made to Canada. Events included First Nations artisan vendors, singers, drummers and dance troupes.
- BC Hydro provides financial and development support to the Hydro Employees' Multicultural Society (HEMS) and the Hydro Aboriginal Employee Network (RAIN). These employee resource groups celebrate and promote multiculturalism and inclusion through employee events during multiculturalism week, participation in National Aboriginal Day and other cultural/religious holidays.
- In 2015/2015 HEMS employees set up a demonstration pilot in partnership with the Immigrant Employment Council of BC called MentorConnect. It is a program that provides a bridge between new Canadians looking for work in BC, and employers that need their skills. The program matches job-ready immigrants with established professionals in occupation-specific mentoring relationships. New Canadians benefit by gaining industry-specific information, an expanded network and an understanding of Canadian business practices and workplace cultures.

HIGHLIGHTS OF INITIATIVES

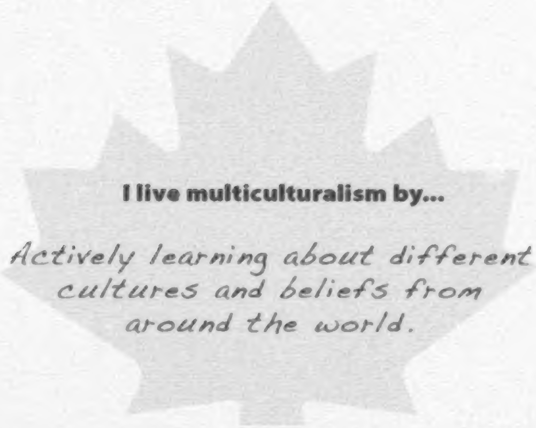
- In 2015, BC Hydro's Aboriginal Education and Employment strategy was expanded to include Aboriginal Business Development. A specialized team has been created dedicated to providing additional support to communities highly impacted by BC Hydro's infrastructure and its capital plan.
- In 2014/2015 BC Hydro was assessed by the Canadian Council for Aboriginal Business, and awarded Progressive Aboriginal Relations (PAR) Gold for the second time.
    - PAR is a certification program that confirms corporate performance in Aboriginal relations at the Bronze, Silver or Gold level. Certified companies promote their level with a PAR logo signaling to communities that they are good business partners; great places to work and; committed to prosperity in Aboriginal communities.
    - PAR certification provides a high level of assurance to communities because the designation is supported by an independent, third party verification of company reports. The final company level is determined by a jury comprised of Aboriginal business people. Since the program's introduction in 2001, PAR remains the premier corporate social responsibility program with an emphasis on Aboriginal relations.
- In 2014/2015, the BC Hydro Youth Hire program, which is an entry level job-shadow program, provided 20 opportunities for Aboriginal youth and young women considering the trades an opportunity to work with BC Hydro crews.
- In 2014/2015, BC Hydro received recognition from Mediacorp, as one of the "Top Diversity Employers" in Canada, as well as one of "BC's Top Employers" and "Best Employer for Young People".

- In 2014/2015 Volunteers from BC Hydro supported the Engineering regulatory body, the Association of Professional Engineers and Geoscientists of BC, as assessors of credentials and applications of internationally trained professionals for the purpose of providing provisional, entry-level membership to the Association.
- Since 2013 BC Hydro has sourced and relocated approximately 100 internationally trained employees from the United States, Jamaica, the United Kingdom, New Zealand, Australia, Italy and Egypt.

BC Immigrant Investment Fund Ltd. / B.C. Renaissance Capital Fund Ltd.

MANDATE

BC Immigrant Investment Fund (BCIIF) is a Crown corporation, wholly-owned by the Province of British Columbia. BCIIF is responsible for managing B.C.'s allocation of funds committed by new immigrants to Canada under the federal Immigrant Investment program (IIP). These funds are managed for investment in economic development and job creation and to repay the federal government. In addition to infrastructure and money market investments, BCIIF's wholly-owned subsidiary, the B.C. Renaissance Capital Fund (BCRCF), has committed $90.2 million to venture capital investments in four key technology sectors: digital media, information technology, life sciences, and clean technology. The purpose of these investments is to generate financial returns and to encourage the development of successful venture capital managers, attract new investment capital, and develop promising, innovative technology companies in B.C.



I live multiculturalism by...

Actively learning about different cultures and beliefs from around the world.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

BCIIF's Management Team and Board of Directors seek opportunities to support diversity and multiculturalism throughout all areas of corporate planning and operations. With a public sector lending portfolio, BCIIF responds to the diverse needs of British Columbians. The corporation also supports opportunities to showcase British Columbia's multicultural workforce and to attract new international talent to B.C through investment in venture capital across British Columbia.

MULTICULTURALISM IN THE WORKPLACE AND HIGHLIGHTS OF INITIATIVES

BCIIF integrates diversity into its corporate culture by fostering a work environment that encourages and respects individual and cultural differences. Specific examples of our commitment to diversity include:

» BCIIF is committed to hiring based on skills and competencies, while also ensuring that its employees and Board of Directors reflect the diversity of our province. As evidence of this, the Management Team and Board of Directors are comprised of a group of professionals reflective of B.C.'s cultural diversity, including nearly 50% women, and approximately 25% of diverse cultural ethnicity.

» Advertising, promotional materials, and public reporting documents incorporate inclusive language and images.

» BCIIF supports events and conferences to highlight the province as a destination for technology development and capital attraction. These events, such as the 2015 Canadian Financing Forum in Vancouver and the 2014 GROW Conference in Whistler, attracted multicultural participants from around the world and showcased the diversity of the province.

British Columbia Innovation Council (BCIC)

MANDATE

BCIC encourages the development and application of advanced or innovative technologies to meet the needs of industry in B.C. We accelerate technology commercialization by supporting startups and developing entrepreneurs. With our partners, BCIC delivers programs and initiatives that promote company growth, resulting in jobs, increased revenue and economic development in B.C.

OUR VISION

Make B.C. a great place for innovation and for technology entrepreneurs.

OUR MISSION

Strengthen British Columbia's economy by accelerating the growth of B.C. ventures through the support of entrepreneurs and technology companies.

ACTIVITIES

BCIC supports technology startups and entrepreneurs through our programs, sponsorship and competitions that facilitate technology commercialization.

I live multiculturalism by...

Loving and enjoying everything that surrounds me.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

BCIC plays a leadership role in furthering technology innovation in all regions of British Columbia through the delivery of programs to technology entrepreneurs and graduate students of all ethnicities, cultures and orientation. BCIC's partners in industry and academia uphold the same principles – that everyone, regardless of gender, sexual orientation, ethnicity, colour, religion or ability, has the right to participate in BCIC-supported education and entrepreneurial training programs that benefit their startup companies.

BCIC seeks to embody equality through its employment and operational practices to ensure that no one is denied opportunity for reasons unrelated to ability.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

BCIC management supports and respects multiculturalism in the workplace. Recruitment and hiring is based on the qualifications, skills and training of all candidates. Our team reflects BC's multicultural and diverse population.

Approximately 60 per cent of BCIC's staff are of different ethnic and cultural origins, and collectively, are fluent in nine languages: English, French, Cantonese, Mandarin, Ukrainian, Croatian, Russian, Polish and Norwegian. Similarly, participants in BCIC programs and activities also reflect the cultural diversity of our province.

BCIC's Social Committee has a mandate to create fun and engaging activies and events that are inclusive of all staff. Included among these are opportunities that showcase different cultures. BCIC staff are also encouraged to initiate opportunities for all staff to give back to our community and benefit others of varying economic, social and cultural backgrounds.

HIGHLIGHTS OF INITIATIVES

All BCIC programs are created to benefit British Columbia-based technology startups and entrepreneurs of all ethnicities and cultures. BCIC also support and delivers events that highlights B.C.'s tech community. A number of 2014/2015 initiatives fostered multiculturalism.

» BCIC regularly hosts international delegations seeking information about British Columbia's approach to accelerating technology commercialization. In 2014/15, BCIC provided presentations to a group of five organized by the Sichuan Provincial Science and Technology Association and another delegation of six organized by the People's Republic of China Ministry of Science and Technology.

» In March 2014, Vancouver welcomed the TED Conference for the very first time. Close to 30 TED guests were given a glimpse of B.C. innovation in technology at the Best of BC Tech Showcase organized by BCIC at Hootsuite. A dozen B.C. tech companies – from clean tech to med-tech to social enterprise – came together to expose their innovations to a contingent of some of the world's most influential business minds. Among the showcasing companies was the First Peoples' Cultural Council (FPCC) FirstVoices, an online language archiving tool that enables documentation of the diverse First Nations alphabets, dictionaries, phrases, songs and stories in online archives.

» BCIC provides financial support to 13 organizations that deliver the Venture Acceleration Program to entrepreneurs throughout B.C. Together, these partners make up the BC Acceleration Network. Each of these organizations work closely with entrepreneurs of all ethnic backgrounds and cultures in their respective communities.

For example, Sewllkwe Tracking Solutions of Kamloops provides reliable facility management systems incorporating online water data tracking to First Nations communities.

- BCIC is the administrator of the Leading Edge Endowment Fund (LEEF), launched in April 2002 to encourage social and economic development in B.C. Using a cost-sharing partnership with the private sector, LEEF helped to establish Leadership Research Chairs at public, post-secondary institutions across the province in the areas of medical, social, environmental and technological research. The Fund also established Regional Innovation Chairs to create opportunities in communities through B.C.'s colleges, universities and institutes.

LEEF wound up operations in December 2012. BCIC continues to manage the administration of the program, including Chairs leading research in the following areas: Aboriginal Environmental Health, Cultures and Ecosystems at Risk, Canada-India Business & Economic Development and Aboriginal Early Childhood Development (two Chairs).

- BCIC provided funding to the Science Fair Foundation BC to administer the Young Innovator Scholarships programs in 2014/15. The Young Innovator Scholarships are awarded to Grade 11 and 12 student winners of their school science fair, regional science fairs or school idea mash-up event. They are intended to support post-secondary education and future careers in science, technology and business entrepreneurship. This past year, approximately 30 per cent of recipients were of visible minority.
- The Canadian Cantonese broadcasting service FairchildTV interviewed BCIC's CEO Greg Caws in a documentary on Vancouver's growing technology ecosystem. www.bcic.ca/bcic-in-the-news/2015/technology-city-vancouver-in-the-spotlight-on-chinas-fairchild-tv
- Internally, BCIC's Social Committee organized two separate all-staff events to learn more about and celebrate different cultures. These included a dim sum lunch in honour of Chinese New Year, and an Italian-themed dinner. Staff also often celebrate personal festivities by sharing traditional snacks and hosting culturally inspired luncheons.

BC Liquor Distribution Branch

MANDATE

Under the authority of the Liquor Distribution Act and in accordance with the Importation of Intoxicating Liquors Act (Canada), the BC Liquor Distribution Branch (LDB) has the "sole right to purchase both in and out of British Columbia, liquor for resale and reuse in British Columbia."

The LDB is responsible for the importation, distribution, wholesaling and retailing of beverage alcohol across the province through:

- 196 BC Liquor Stores (government-managed and -operated liquor stores);
- Two distribution centres;
- Two wholesale centres; and
- One head office.

I live multiculturalism by...

Learning about different foods, drinks and trying out various cultural cuisine.

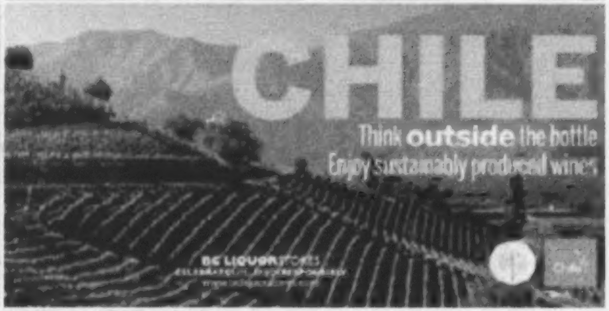
EXECUTIVE COMMITMENT TO MULTICULTURALISM

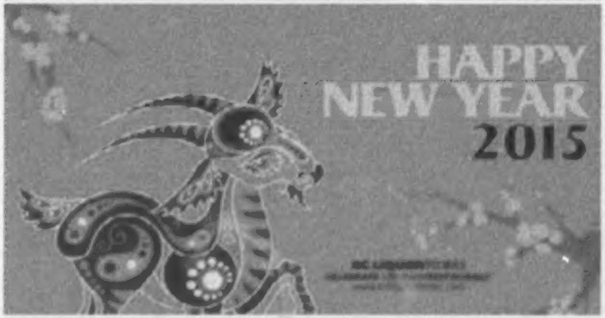
Located in urban and rural communities throughout British Columbia, the LDB is in a unique position to demonstrate its commitment to multiculturalism to the 36.4 million customers who visit its stores each year.

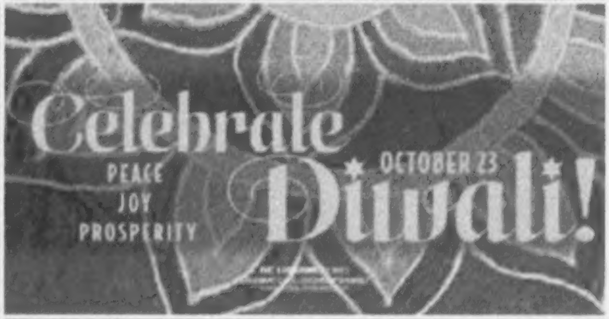
WINES OF ARGENTINA
elevate your taste
BC LIQUOR STORES
CELEBRATE LIFE. DRINK RESPONSIBLY

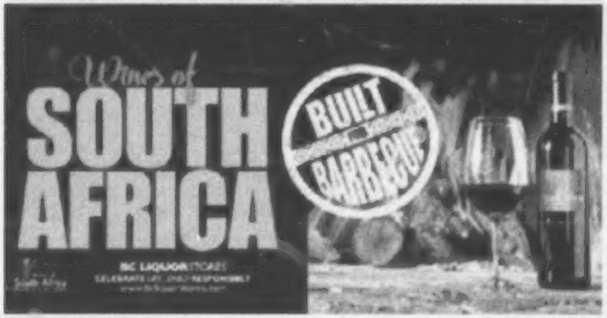
SAVOUR
AUSTRALIA

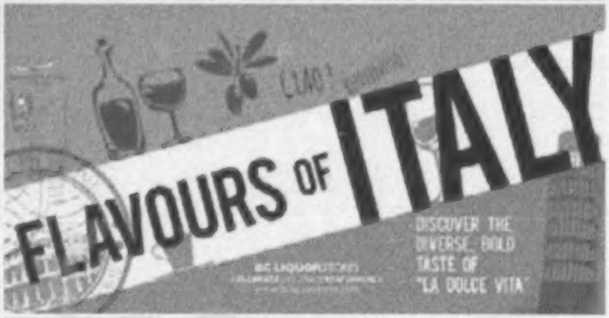
2011 Release
Bordeaux
October 4, 2014
BC LIQUOR STORES

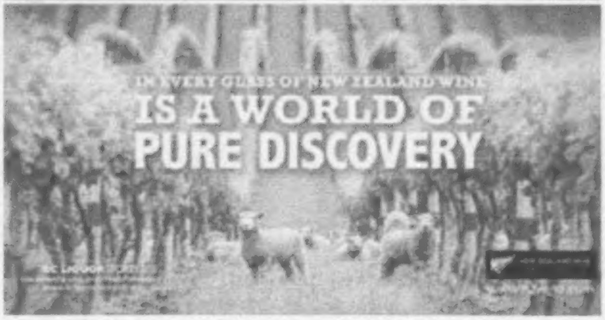

CHILE
Think outside the bottle
Enjoy sustainably produced wines
BC LIQUOR STORES

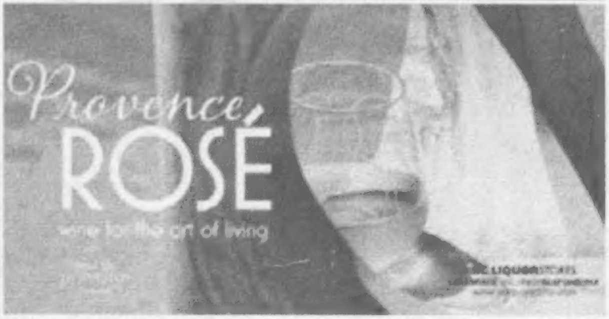

HAPPY
NEW YEAR
2015
BC LIQUOR STORES


Celebrate
PEACE
JOY
PROSPERITY
OCTOBER 23
Diwali!


Wines of
SOUTH
AFRICA
BUILT
BARBECUE
BC LIQUOR STORES
CELEBRATE LIFE. DRINK RESPONSIBLY


CIAO!
FLAVOURS OF ITALY
DISCOVER THE
DIVERSE, BOLD
TASTE OF
"LA DOLCE VITA"
BC LIQUOR STORES


IN EVERY GLASS OF NEW ZEALAND WINE
IS A WORLD OF
PURE DISCOVERY
BC LIQUOR STORES


Provence
ROSÉ
wine for the art of living
BC LIQUOR STORES

At the LDB, responsibility for equity, diversity and multiculturalism is shared between the Executive Directors of Retail Operations and Human Resources. Both of these executive-level roles are responsible for ensuring that multiculturalism is reflected in their operational areas.

KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Multiculturalism is reflected in all operational areas from Retail Services' numerous in-store multicultural celebrations, events and promotions to Human Resources' recruitment, hiring, outreach and training programs.

Equity, diversity and multiculturalism are reflected within our employee recruitment materials (Jump Into a Career and Step Into a Career), which feature LDB employees who reflect British Columbia's cultural diversity. In some locations — including Richmond and West Vancouver— employees who are multilingual are recruited in order to serve customers more effectively.

The LDB's Respect Matters initiative is designed to further build our respectful workplace. Launched in 2010, Respect Matters reiterates and reinforces that discrimination, harassment and bullying are not tolerated in our workplace. Focused sessions for employees and managers/supervisors reinforce the LDB's long-term goal to be a safe and welcoming workplace for anyone who enters our doors. To date, 3731 employees have participated in the Respect Matters training.

HIGHLIGHTS OF INITIATIVES

VALUING DIVERSITY:

Valuing diversity is woven into the LDB's culture – from our BC Liquor Stores to head office – and our employees reflect this diversity.

- In select BC Liquor Stores, cultural celebrations and holidays such as Chinese New Year and Diwali are recognized. In addition to recognition of these cultural events, the LDB ensures a wide product selection is available to meet the cultural needs of customers throughout the year.
- The rich diversity of our employees is also reflected through the cafeteria's inclusion of international cuisine in its menus. Dietary restrictions are also considered. For special events like the annual Public Service Week Breakfast menu, the LDB has replaced pork sausage with turkey and vegetarian sausages and added gluten-free options. These actions demonstrate the LDB's sensitivity to, and inclusiveness of, various personal, religious and cultural requirements.
- Diversity is further incorporated in fundraising efforts. Each year, the LDB's Support Dry Grad Campaign accepts applications from public school districts, independent and private (First Nation, religious and other) schools throughout British Columbia. In 2015, 56 public school districts and 39 independent schools participated.

CUSTOMER AWARENESS:

- BC Liquor Stores select beverage alcohol products from 65 international suppliers to ensure product selection in stores meets the diverse beverage alcohol needs of British Columbia's multicultural population. This translates into BC Liquor Stores maintaining an extensive global product inventory.
- BC Liquor Stores host numerous multicultural food and wine pairing events for customers and support various cultural celebrations with in-store signage, website, displays and special events that are recognized in select BC Liquor Stores including; Diwali (30 stores), Hanukkah (15 stores), and 96 BC Liquor Stores featured three distinct Chinese New Year displays in February; with complimentary food and beverage events in the 39th and Cambie flagship store. BC Liquor Stores Chinese New Year signage was also prominently featured in the Head office cafeteria.

- TASTE – the LDB's complimentary in-store magazine – raises multicultural awareness by including food and beverage alcohol pairings, recipes and features to interest British Columbia's diverse multicultural population. In 2014/15, for example, TASTE features highlighted Chinese New Year. TASTE is available in all of the LDB's 196 BC Liquor Stores throughout British Columbia and has over a half a million readers.
- In addition, TASTE included smaller features on the beverage alcohol and cuisine of Argentina, Australia, France, Italy, Korea, Portugal, Spain and many other regions. The TASTE Summer 2014 issue also included the article Women in Wine.
- BC Liquor Stores showcase multiple supplier product displays featuring beverage alcohol from Argentina, Australia, Chile, France, Germany, Italy, New Zealand, Portugal, South Africa, Spain and the United States.

A NEW CAREER
A FRIEND
JUMP
THE CHOICES
THE WORK
THE EXPERIENCE

British Columbia Lottery Corporation (BCLC)

MANDATE

BCLC operates under the provincial Gaming Control Act (2002) and within the legislative, regulatory and policy framework established by the Province. We offer exceptional gambling entertainment through:

- National and provincial lotteries
- Casino gambling
- Online gambling
- Commercial bingo

I live multiculturalism by...
Making friends from all over the world.

VISION

Gambling is widely embraced as exceptional entertainment for adults.

MISSION

BCLC conducts and manages gambling in a socially responsible manner for the benefit of British Columbians.

VALUES

Integrity: The games we offer and the ways we conduct business are fair, honest, transparent and trustworthy.

Social Responsibility: Everything we do is done with consideration of its impact on and for the people and communities of British Columbia.

Respect: We value and respect our players, service providers and each other.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

BCLC's executive team promotes a fair, open, respectful and progressive workplace and business. We stand behind our Standards of Ethical Business Conduct, Social Responsibility (SR) Charter and corporate policies, all of which embody our values of social responsibility, integrity and respect.

SUPPORTING THE GOALS OF MULTICULTURALISM

In 2015 we updated our Social Responsibility (SR) Charter to better align with our corporate goals – Player, People, Public and Profit. The Charter formalizes our commitment to support the communities that we live and work in, and to make BCLC a great place to work through respect, empowerment and teamwork.

BCLC operates with the fundamental understanding that our market and customers, including service providers and retailers, are multicultural and diverse.

PROMOTING EMPLOYEE ENGAGEMENT AND MULTICULTUALISM

» BCLC employees are required to take annual Respectful Workplace Matters training.

» BCLC's SR Charter formalizes our commitment to support the many diverse communities of British Columbia.

» Our cultural drivers of trust, collaboration, customer focus and embracing change play an important role in fostering respect, empowerment and teamwork to make BCLC a great place to work.

» We understand the multicultural diversity of our market, our customers, our service providers and our retailers.

» Respect is one of our corporate values. We value and respect our players, service providers and each other.

» We have a comprehensive corporate policy addressing harassment.

» Our commitment to ensuring a positive work environment for all employees regardless of race, ancestry or place of origin is reflected in our Ethical Standards of Business Conduct, which is reviewed and signed off each year by all employees.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

BCLC is committed to creating accessible information about responsible gambling. We provide our responsible gambling information brochures and materials to players in English, Chinese, Punjabi, Vietnamese, Korean, Tagalog, and French at our GameSense Info Centres within casinos and community gaming centres across the province.

Players can also access responsible gambling information through discussion with interpreters in Lower Mainland facilities.

In addition, our Customer Support Center is able to access translation services when assisting players and lottery retailers who have English as a second language.

HIGHLIGHTS OF INITIATIVES

BCLC has established mandatory annual respectful workplace training for leaders and employees in order to ensure all employees are aware of what is considered harassment and what they can do if they experience or are witness to it in the workplace. BCLC has a zero tolerance policy for harassment and we are committed to ensuring all our employees work in a respectul environment that is free from harassment.

We have formalized our commitment to support B.C. communities, and make BCLC a great place to work through our SR Charter.

We provide responsible gambling information brochures and materials to players in seven languages, including English, French, Punjabi, Chinese, Vietnamese, Korean and Tagalog. Players can also access responsible gambling information through discussion with interpreters in Lower Mainland facilities.

The Customer Support Center is able to access translation services when assisting players and lottery retailers who have English as a second language.

BC Oil and Gas Commission

MANDATE

Section 4 of the Oil and Gas Activities Act sets out the mandate and purposes of the BC Oil and Gas Commission (Commission) as follows:

(a) To regulate oil and gas activities in British Columbia in a manner that:

    (i) Provides for the sound development of the oil and gas sector, by fostering a healthy environment, a sound economy and social well-being,

    (ii) Conserves petroleum and natural gas resources,

    (iii) Ensures safe and efficient practices, and

    (iv) Assists owners of petroleum and natural gas resources to participate equitably in the production of shared pools of petroleum and natural gas.

(b) To provide for effective and efficient processes for the review of applications for permits and to ensure that applications that are approved are in the public interest having regard to environmental, economic and social effects;

(c) To encourage the participation of First Nations and aboriginal peoples in processes affecting them;

(d) To participate in planning processes; and

(e) To undertake programs of education and communication in order to advance safe and efficient practices and the other purposes of the Commission.

MISSION

We regulate oil and gas activities for the benefit of British Columbians. We achieve this by:

- » Protecting public safety,
- » Respecting those affected by oil and gas activities,
- » Conserving the environment, and
- » Supporting resource development.

Through the active engagement of our stakeholders and partners, we provide fair and timely decisions within our regulatory framework.

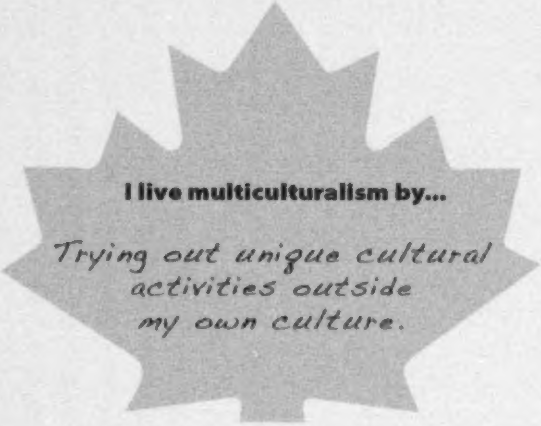
We support opportunities for employee growth, recognize individual and group contributions, demonstrate accountability at all levels, and instill pride and confidence in our organization.
We serve with a passion for excellence.

VISION

To provide oil and gas regulatory excellence for British Columbia's changing energy future.

VALUES

- Respectful
- Accountable
- Effective
- Efficient
- Responsive
- Transparent



I live multiculturalism by...

Trying out unique cultural activities outside my own culture.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Commission's Executive and management is committed to enhancing a culture of inclusiveness and diversity. The Commission continues to build a workplace where ethnicity, gender, social, experiential, cultural, life stage and thinking styles are all valued and respected.

The Commission's formalized Values include "respectful", which supports respect for all staff, stakeholders and First Nations. Embracing differences while recognizing diverse needs allows the Commission to attract and retain talent from diverse segments of the workforce and strengthen the organization.

The Commission's Executive and management supported diversity and multiculturalism in 2014/15 through continued focus on the Workforce Plan. This includes engagement and diversity initiatives as well as developing new measures to enhance engagement with First Nations to ensure it is respecting those affected by oil and gas activities.

The intended outcomes of the Executive's commitment to diversity and inclusiveness are:

- Service delivery that is reflective of the partnerships and B.C. communities the Commission serves.
- A work environment that respects individuals and their unique perspectives and engages its employees.
- Maximizing innovation and creativity by leveraging diversity and inclusiveness in the Commission's culture.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

The Commission conducted a Diversity and Inclusiveness Survey in 2012 and the survey showed that 95 per cent of Commission employees speak English most frequently at home. The survey indicated that 3.1 per cent of employees identify as aboriginal (First Nations, Metis or Inuit) and eight per cent of employees identify as a non-aboriginal visible minority. The survey also found that at least 12 per cent of the organization emigrated from one of 20 countries other than Canada. Of those 12 per cent, 35 per cent have been in Canada less than 10 years. The Commission has plans to complete a new Diversity Survey prior to the next Work Engagement Survey (planned for Fall 2015).

To recognize the diverse cultures represented in our workforce, the Commission held a potluck lunch in both its Victoria and Fort St. John offices to celebrate Multiculturalism Day in June 2014 and will continue this tradition in 2015. National Aboriginal Day also falls in June and last year Commission employees attended a First Nations event to celebrate Treaty Days with Prophet River First Nation in northeast B.C. The Commission also provides training to its employees on how to work effectively with diverse personalities.

HIGHLIGHTS OF INITIATIVES

Externally, the Commission has continued to focus on building relationships with First Nations in B.C. and to guide these efforts, it developed a First Nations Engagement Strategy in 2014/15. In 2014/15 alone, 168 meetings with First Nations were attended in person by Commission staff. This measure is tracked and will be reported in the Commision's 2014/15 Annual Report. The number of First Nations meetings attended in person by the Commission has increased significantly over the past few years reflecting the Commission's increased focus on, and commitment to, building and maintating its relationships with First Nations in British Columbia.

Throughout 2014/15, the Commission was represented in a number of international forums, including the Commissioner's presention to government and other officials in Warsaw, Poland and London, England (Mar. 2015) as well as the Commissioner's address to company and state officials in the US in San Antonio, Texas (June 2014). The Commission also hosted Japanese officials (Oct. 2014).

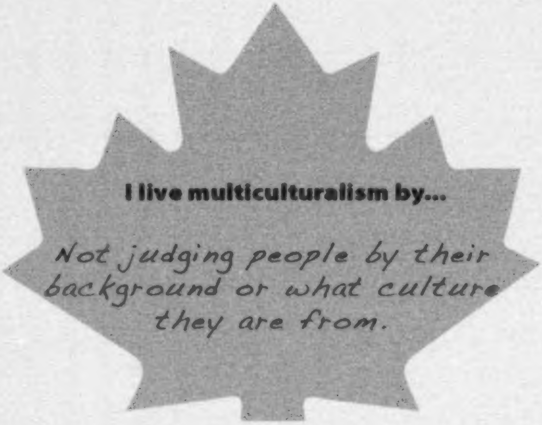
In recent years, the Commission has assisted, received and visited national and international jurisdictions who wanted to learn how a single-window regulatory model can work. This includes ministers and other government and regulatory officials from Alberta, the Yukon, Quebec, New Brunswick, European Union, New Zealand, Columbia, Poland, China, Mexico, Turkey, Japan, Germany, Brazil and Algeria.

Internally, the Commission has supported ongoing initiatives through its recognition of staff diversity at the annual Multicultural Day potluck event. In additinon, the Commission continues to focus on staff engagement, maintaining a respectful workplace and encouraging an organizational culture of diversity and inclusiveness for all staff. A connections event for new staff is held quarterly and features Respectful Workplace Training. The Commission also has a Student Employment Program attracting young and diverse talent to bring differing perspectives to the organization. The Commission will contine to celebrate multiculturalism and diversity through these formalized programs and informal events throughout the year.

BC Pavilion Corporation (PavCo)

MANDATE

PavCo's mandate is: To generate economic and community benefit for the people of British Columbia through prudent management of public facilities.



I live multiculturalism by...

Not judging people by their background or what culture they are from.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

A Workplace Diversity policy was created by employees and approved by the Corporation's Executive in 1997. PavCo continues to reinforce this commitment to its core values of respect, fairness, integrity, and cross-cultural understanding in a safe working environment free from any form of harassment or discrimination.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The multicultural nature of the Corporation's business, clients and staff is highly valued and discrimination among its workforce or client relations is not tolerated. Ongoing support is provided to enhance and integrate multicultural sensitivity into the organization.

All advertisements to fill position vacancies within PavCo include an employment equity statement and encourage applications from visible minority groups. Qualification requirements are explained in generic language in order to ensure fairness and equitability when assessing applicants' credentials. Equal acceptance, opportunity and appreciation of all staff are the responsibility of each business unit in order to retain staff and develop their skills, knowledge and abilities.

PavCo is committed to creating a workforce representative of the population it serves while providing equal access to hiring, advancement and training opportunities. The culturally diverse workforce represents a variety of backgrounds, including Chinese, East Indian, Filipino, Iranian, Iraqi, Mexican, Nigerian, South American, Japanese, Serbo-Croatian, and Taiwanese. Front-line and service desk staff are multilingual and provide an opportunity for visitors, guests or clients to identify and take advantage of interpretative services. Resource lists are also available detailing languages spoken by staff.

PavCo offers professional counselling and referral services on a confidential basis to its employees and their immediate families through an external contractor. Information brochures outlining the services available are offered in several languages. Qualified counsellors are also available to assist in a variety of languages, including English, French, Dutch, Japanese, Mandarin, Cantonese, Punjabi and Spanish.

HIGHLIGHTS OF INITIATIVES

During 2014/15, BC Place maintained a diverse staffing level of 640 employees. Corporate and supplier staff at both BC Place and the Vancouver Convention Centre represent the diverse Canadian society and communities that PavCo serves. Entry-level customer service positions typically require fluency in English, with additional language(s) as a definite asset.

The Vancouver Convention Centre continues its focus on Service Excellence. All departments conduct daily 'line-up' meetings that focus on the Convention Centre's service philosophy and employee values. All full-time and regular part-time employees of the Convention Centre, as well as official and exclusive suppliers, attend a Service Excellence training session. This includes a component focusing on respect, one of PavCo's core organizational values. During 2014/15, staff numbers remained stable and the majority of new staff members continue to come from diversified backgrounds. The Vancouver Convention Centre keeps a list of second languages spoken by the team, and currently there are 23 different languages spoken.

BC Place continues to focus on creating amazing guest experiences. Workplace diversity and multiculturalism practices play an important role in supporting that goal. During 2014/15, all new employees participated in a Respectful Workplace seminar which emphasizes mutual respect, mutual responsibility and communication skills. All new employees also participate in orientation, which includes an emphasis on organizational values: service excellence, accountability, innovation, building trust, respect and teamwork. The Human Resources team is well attuned to diversity and multicultural sensitivity, and is able to assist employees and managers with respect to BC Place's commitments and obligations in employment equity and human rights.

In order to attract qualified candidates from diverse backgrounds, recruitment advertisements all contain information about PavCo's commitment to diversity in the workplace. The organization continues to recruit from a wide variety of sources, including a number of colleges, job boards and social networks, where there is a high population of multicultural and diverse individuals.

PavCo encourages multicultural events at its facilities and hosts events from around the world. During 2014/15, events included:

» Seminario Informativo del Mercado Canadiense para Frutas y Hortalizas Frescas – Informative seminar regarding the Canadian market for fresh fruits and vegetables hosted by the Agricultural Office of the Embassy of Mexico in Canada

» Amway Chinese-Canadian IBO Community Event

» Inter-Pacific Bar Association's 24th Annual Meeting and Conference

» Persian Regional Conference

» Aboriginal Days Celebration 2014

» Muslim Youth and Family Convention

» International Taoist Tai Chi Awareness Day 2014

» Qualitas Compania de Seguros – Dinner

» Teochew Society Meeting and Dinner

» Miss Chinese Vancouver Pageant 2014

» Eid Al-Adha Prayer and Festival

» Roof Lighting – Italian Heritage Day

» Roof Lighting – St. Patrick's Day

» Roof Lighting – Canada Day

» Roof Lighting – Chinese New Year

» Whitecaps FC – Latin American Night called "Noche Latina"

» Whitecaps FC – Italian Heritage Night

British Columbia Securities Commission

MANDATE

The British Columbia Securities Commission (BCSC) is the independent provincial government agency responsible for administering and enforcing the provincial Securities Act. The mission of the Commission is to protect and promote the public interest by fostering:

- A securities market that is fair and efficient and warrants public confidence; and
- A dynamic and competitive securities industry that provides investment opportunities and access to capital.

I live multiculturalism by...

Making people feel welcome.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

We are an employment equity employer. We welcome and value diversity in the workplace.

Human Resources staff are trained on discrimination and harassment prevention, investigating and resolving harassment issues and how to reduce interposal conflict among employees of all backgrounds.

We have a Discrimination and Harassment prevention policy and we provide relevant training to all employees on an on-going basis.

We translate publications and multi-media presentations into Chinese and Punjabi to provide information to community based groups on fraud and inappropriate investing.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

- We have a multitude of racial, religious and cultural backgrounds and we are open to cultural pluralism. More than 40% of employees are from visible minorities.
- Employees can take personal days for observing religious holidays of their faith (max 2 days).
- Employees of the commission speak 26 different languages, including Afrikaans, Austrian, Cantonese, Czechoslovakian, Danish, Dutch, Fijian, French, German, Greek, Hindi, Italian, Japanese, Mandarin, Polish, Portuguese, Punjabi, Russian, Serbo-Croatian, Shanghainese, Spanish, Swahili, Tagalog, Tamil, Turkish and Ukrainian.
- Every year, members of the social committee organize International Food events. This year in May, we had the Italian Food lunch, in April we celebrated Vaisakhi, and in February, we had a Chinese New Year lunch.

HIGHLIGHTS OF INITIATIVES

- In fiscal 2015, the BC Securities Commission continued its work to educate and warn British Columbians about the dangers of investment fraud through its communications and social marketing campaigns.
- In ethnic communities, the BCSC relied on radio and online advertising to raise awareness about investment fraud and to draw attention to its InvestRight and outreach program that provides investor education seminars, online and printed resources in languages for those from the South Asian, Chinese and Korean communities.
- Throughout the year, BCSC staff presented seminars to various ethnic groups to promote and raise awareness about the BCSC and its investor education program. Importantly, staff provided information on how people can recognize, reject and report investment fraud when they see it in their communities.
- BCSC staff participated in a series of multicultural workshops hosted by the City of Surrey – presenting investor education to seniors with Korean, Chinese, South Asian and other ethnic backgrounds.

BC Transit

MANDATE

BC Transit is the provincial Crown Corporation charged with coordinating the delivery of public transportation throughout British Columbia (outside the Greater Vancouver Regional District). BC Transit serves more than 1.5 million people in B.C., providing transit services to 130 communities in collaboration with 58 local government partners. BC Transit's mandate includes planning, funding, marketing, managing fleet and contracting for the operations of transit services. According to the British Columbia Transit Act (Section 3.1), BC Transit is to: "plan, acquire, construct or cause to be constructed public passenger transportation systems and rail systems that support regional growth strategies, official community plans, and the economic development of transit service areas" [and] "to provide for the maintenance and operation of those systems."

I live multiculturalism by...

Appreciating B.C. being a good place to live.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

As a public transportation service, BC Transit supports diversity and multiculturalism with our employees, partners and customers. With Integrity as one of BC Transit's six values, we are committed to conducting ourselves honestly and respectfully.

To uphold our commitment to multiculturalism, BC Transit has done the following:

- Recruitment and Selection: BC Transit has a policy to support diversity and multiculturalism through the application of recruitment and selection processes and procedures that are non-discriminatory, fair and provide equal employment opportunities.
- Bullying and Harassment: BC Transit has a policy and procedures in place that promotes the well-being of employees by identifying and preventing bullying and harassment in the workplace. In addition, training has and will continue to be provided to staff on how to recognize and respond to bullying and harassment in the workplace.
- Collective Agreements: All three (3) of BC Transit's Collective Agreements (COPE Local 378, CUPE Local 4500 and Unifor Local 333) include articles on harassment and discrimination and acknowledgment of human rights. The Collective Agreements specify that every employee has the right to work in an environment of mutual respect, free from discrimination and harassment.

BC Transit has reinforced our policies through a confidential AlertLine that has been in place since 2010 to support our employess and promote a culture free from discriminition. AlertLine enables BC Transit employees to voice concerns that may compromise BC Transit's Code of Business Conduct. AlertLine is available 24 hours a day, seven days by telephone or website through a third-party provider, Navex Global. Promotion of AlertLine is done as part of the orientation program and posters, brochures and wallet cards about the program are also located throughout BC Transit's premises.

In the summer of 2014, all Transit Operators participated in an Annual Operator's Workshop which including information and handout materials on human rights and discrimination.

In March 2015, all maintenance staff attended a similar Annual Maintenance Workshop which incorporated materials on human rights, anti-harassment and bullying. Both workshops reiterated BC Transit's committement towards a respectful workplace for our workers and our customers.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

- Languages: To support other languages spoken at our corporate office, employees that are members of the Canadian Office and Professional Employees' Union (COPE – Local 378) are provided a Second Language Premium. Positions within this union are responsible for answering our Bus Line which provides front-line support to our customers. In addition, for the Central Fraser Valley region, the BC Transit Riders Guides have been available in Punjabi since 2007.
- Diversity Activities: Our Corporate and Strategic Planning Department has introduced lunch and learns for when someone in their department does any recreational travel. A recent example includes an employee speaking on his travels to Bhutan where they were able to impart knowledge about the culture.
- Students: BC Transit also employs students in co-operative education positions from a number of local post-secondary providers. For the fiscal year 2014/2015, BC Transit had 12 co-op students employed in the 12 month period.
- Partnerships: BC Transit formed a partnership with the Skwin'ang'eth Se'las Development Company and attended a number of meetings in March 2015 in anticipation of BC Transit participating in the Open House & Ideas Fair occurring in April 2015.

BC Transit's Transit Operator training program is nationally accredited by the Motor Carrier Passenger Council of Canada. This organization is a branch of the federal government and sets the occupational standards for transit operators in Canada. Our training program was vetted by the certification board and approved for accreditation in 2006 with the understanding that our Transit Operators deal with a large number of passengers with a diversity of cultures.

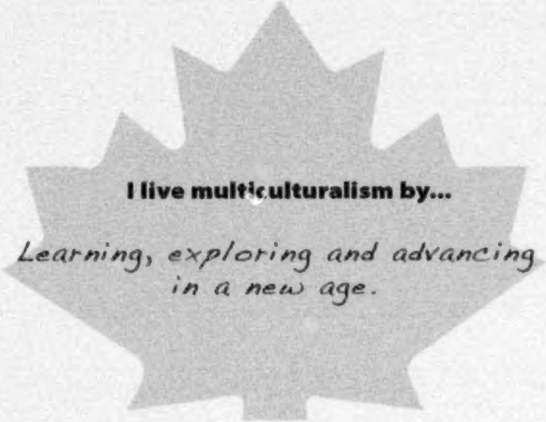
HIGHLIGHTS OF INITIATIVES

With the introduction of a revised Code of Conduct in December 2014, employees have been reminded of BC Transit's commitment to high ethical standards. Within the Code of Conduct are BC Transit's Standards of Business Conduct which includes Diversity and our commitment to having a working environment where everyone feels valued, respected and has equal access to opportunities.

Columbia Basin Trust

MANDATE

The mandate of Columbia Basin Trust (the Trust) is to manage its assets for the ongoing economic, environmental and social benefit of the region. The region (the Columbia Basin) served by the Trust is defined in the Columbia Basin Trust Act. Our mission is to support efforts by the people of the Basin to create a legacy of social, economic and environmental well-being and to achieve greater self-sufficiency for present and future generations.



I live multiculturalism by...

Learning, exploring and advancing in a new age.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

One of the Trust's core values is respect, which includes respect for diversity and individuals from different cultural backgrounds. This value helps guide how we work in the Basin and how the Board of Directors and staff work with one another.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The Trust has a Code of Conduct Policy for its staff that specifically addresses discrimination (including cultural discrimination), and provides options for employees to report any harassment under our Whistle Blower Policy. Every year, staff sign a declaration of their understanding and acceptance of the Code of Conduct.

The Trust supports communities in identifying and achieving their priorities. When communities identify multicultural projects as a priority, we are able to consider providing support.

HIGHLIGHTS OF INITIATIVES

WANETA EXPANSION PROJECT

The Trust is a partner in the Waneta Expansion Project with Fortis Inc. and Columbia Power Corporation. This hydroelectric dam expansion has equity hiring provisions and during its last full year of construction, April 2014 through March 2015, participation by apprentices and workers of Aboriginal ancestry averaged 3.5 per cent.

COMMUNITY PROJECTS/INITIATIVES

The Trust supported projects like the following:

» The Lower Kootenay Indian Band constructed the Yaqan Nukiy Roundhouse, which will provide a permanent location for the preservation of the Ktunaxa Nation culture, language and spirituality.

» The Langham Cultural Society hosted the Kokubo and Fujibayashi Exhibition, a showcase of two Japanese Canadian artists whose work and heritage will be the basis of an educational outreach and historical exhibition.

» The Canadian Water Research Society created Governing the Trans boundary Columbia River Basin: Options for Tribes and First Nations, an applied research initiative to explore how Indigenous people can be involved in the ongoing management and decision making of trans boundary Columbia River governance.

» The Golden and District Historical Society created a permanent exhibit honouring the first Sikhs in the Golden community.

» Selkirk College hosted the Regional Aboriginal Youth and Educators Conference: Strengthening Our Relations, which introduced participants to Indigenous knowledge on health and the environment, Indigenous ways of teaching and learning, and information on community supports that are available to Aboriginal youth in and around the region.

» The Filipino-Canadian Association of East Kootenay hosted the 116th Philippine Independence Day, which showcased Filipino food, culture, music and fashion, promoting diversity, understanding and appreciation of different cultures in Cranbrook.

» The Circle of Indigenous Nations Society brought individuals and communities in the Columbia Basin region together to collectively experience the teachings and building of a sturgeon nose canoe.

» The Village of New Denver and the Slocan Solutions Society hosted cultural and historical activities commemorating the 20th anniversary of the Nikkei Centre, a preserved WWII Japanese Internment camp.

» The Creston Aboriginal Education Team hosted the fourth annual Youth Pow Wow in Creston.

» The Revelstoke Multicultural Society hosted the Carousel of Nations celebration of multicultural diversity with ethnic food, interactive cultural displays, multicultural entertainment, workshops and children's activities.

» The Shuswap Indian Band helped youth document places of importance to them, which will be used during the community planning process.

» Numerous Aboriginal Day celebrations were held throughout our mandate area.

Columbia Power Corporation (Columbia Power)

MANDATE

- Efficiently develop and operate commercially viable, environmentally sound and safe power project investments for the benefit of the Province and the residents of the Columbia Basin.
- Act as the manager of power project joint ventures with Columbia Basin Trust.
- Act as the Owner's Representative for construction of the Waneta Expansion Project.
- Plan for the future of the Corporation.

I live multiculturalism by...

Accepting all people as they are and helping those in need.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Ongoing implementation of benefits agreements with the Ktunaxa Nation and Okanagan Nation supported an increased role for First Nations on the Waneta Expansion Project, including a First Nation Liaison and participation by First Nation workers, apprentices and contractors.

The Waneta Expansion Project Community Impact Management Committee, a group formed at the start of the project to oversee construction from a community perspective, included representatives from local and regional government, law enforcement, business, special interest groups and First Nations – the Ktunaxa Nation and Okanagan Nation. The committee met monthly until construction was completed in April 2015.

A First Nations Sponsorship Program, established in 2005, provides annual support to a variety of community-based First Nations events and initiatives, including career and business development, sports and recreation, arts and culture and education and health initiatives.

The Waneta Expansion Project Community Impact Management Committee included two representatives from the Ktunaxa Nation Council, Marion Eunson (left) and Rosemary Phillips (right)

The Provincial Archaeology Branch, First Nations and Columbia Power worked in collaboration to support the reburial of archaeological remains discovered at Slocan Pool

Columbia Power is an equal opportunity employer. Following discovery of archaeological remains at Columbia Power's Slocan Pool property along the Kootenay River, Columbia Power worked collaboratively with the Provincial Archaeology Branch and First Nations to determine a process which was agreeable to all parties. Columbia Power supported First Nations with their cultural and ceremonial practices for the reburial.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

Columbia Power encourages its staff to participate in First Nations meetings and gatherings. Since 2012, staff have taken part in the Ktuanxa Nation Council's Annual General Assembly along with annual events such as the Columbia Basin First Nations Sturgeon Celebration, the Okanagan Nation Council's annual Salmon Feast and Celebration, the Columbia River Salmon Festival and Aboriginal Day events locally and regionally.

Columbia Power also has two staff responsible for First Nations engagement.

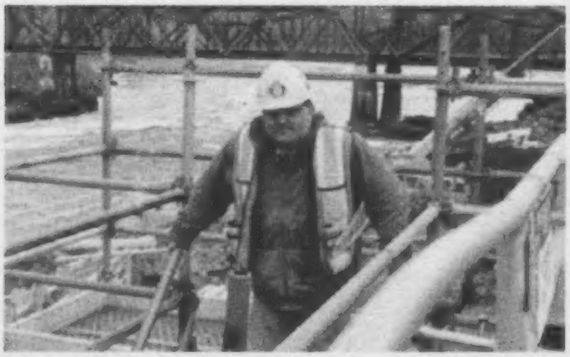
HIGHLIGHTS OF INITIATIVES

WANETA EXPANSION PROJECT – FIRST NATIONS PARTICIPATION

An average of five per cent of workers on the Waneta Expansion Project were First Nation. This success was supported by a Ktunaxa Nation Liaison who worked with the contractor and owners to enhance participation on the project by Ktunaxa citizens as labourers, journeymen, apprentices and contractors.

The project also saw an average of 1-2 apprentices working on the job site. This included four apprentices from the Ktunaxa Nation – two carpenters and two electricians.

Logging and clearing of the project's 10 km transmission line was completed by the wholly-owned, Ktunaxa Nation company, Nupqu Development Corporation, and installation of the line was undertaken by Nupqu partner, Highland Powerlines Ltd.



Ktunaxa Nation worker on the job at the Waneta Expansion Project.

SPONSORSHIP PROGRAM

Columbia Power's First Nations Sponsorship Program supported the following activities in 2014-2015:

- Okanagan Nation: 20th Annual Aboriginal Youth Career Fair
- Ktunaxa Nation: Columbia Salmon Festival
- Ktunaxa Nation: Yaqan Nukiy Pow Wow
- Ktunaxa Nation: Aqam Community Trek
- Ktunaxa Nation: Aqam Community Economic Development Evening
- Ktunaxa Nation: Government Building Elevator Lift Project
- Okanagan Nation: Syilx Salmon Feast and Celebration
- Ktunaxa Nation: Community Christmas events and Elders and youth hampers
- Okanagan Nation: Rnative Winter Youth Rally
- Okanagan Nation: Syilx Youth Unity Run
- Ktunaxa Nation: Ktunaxa Chamber of Commerce Project

TRADES OPPORTUNITIES FOR FIRST NATIONS

Working with First Nations on projects like the Waneta Expansion not only provides direct benefits and employment for First Nations people, but also helps train new generations of young Aboriginal workers for the trades of the future.

Brandon Alpine is one such worker – a young carpenter who learned his trade on the job at the Waneta Expansion Project.

A member of the Ktunaxa Nation from the St. Mary's Indian Band, Alpine started working on the Waneta Expansion as a first-year construction apprentice and was able to complete both his first and second years of apprenticeship on the project.

Alpine, a husband and father who is now a third-year apprentice, said the Waneta Expansion was an important step for him in developing his trade.

"I learned a lot," Alpine said. "It really made my second year of school a lot easier because the second year is concrete and I was doing the fly forms and working with big landing panels. It was kind of a cakewalk doing my second year."

Along with providing young workers like Alpine with experience and a head start in their careers, the Waneta Expansion Project offered a wide array of leading-edge benefits for First Nations bands and groups in the region.

Community Living British Columbia (CLBC)

Community Living British Columbia (CLBC) is proud to embrace our province's rich tradition of diversity and multiculturalism. Home to over four million people, British Columbia welcomes tens of thousands of new immigrants every year.

CLBC is committed to recognizing this strength and celebrating the rich diversity of our staff and the people we serve.

MANDATE

The Community Living Authority Act sets out CLBC's mandate and provides our legal basis to operate as a Crown corporation. To achieve this mandate, we:

- Lead operations and develop associated policy;
- Ensure quality assurance standards are met; and
- Manage funds and services.

We are accountable to the B.C. Legislature through the Minister of Social Development and Social Innovation. Among other things, the Minister is responsible for funding, monitoring CLBC's performance and setting provincial standards and policies.

I live multiculturalism by...

Appreciating the enrichment
and respecting
other cultures.

VISION

We are a recognized leader in supporting adults with developmental disabilities to live good lives in welcoming communities.

MISSION

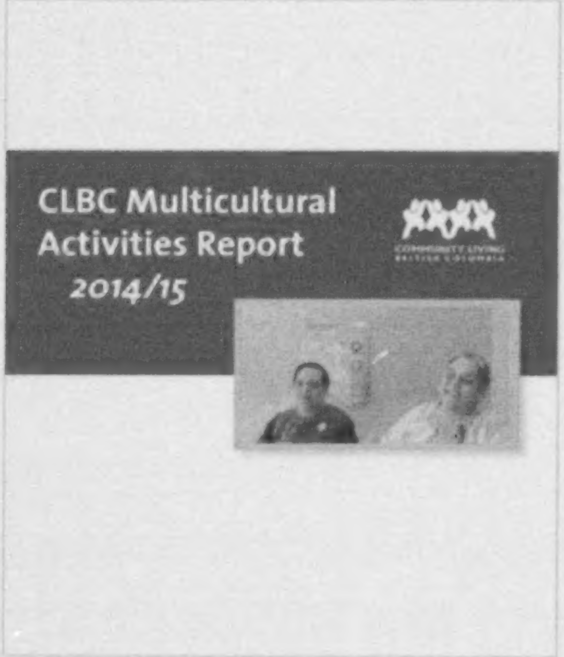
In partnership with our stakeholders, we facilitate and manage a responsive and sustainable network of supports and services that assists adults with developmental disabilities to be full participants in their communities.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

We are committed to the continuous improvement of the way services and supports are delivered to the individuals and families we support. This includes a growing number of individuals from culturally diverse backgrounds, their families and communities.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

CLBC's commitment to multiculturalism has been integrated into our corporate planning and reporting processes.



CLBC Multicultural Activities Report 2014/15

SUMMARY OF MULTICULTURAL INITIATIVES

CLBC COMMITMENT

CLBC introduced a Quality Service Commitment to establish a clear and public awareness of the way all people we serve can expect to be treated by CLBC at all times. With the Commitment, CLBC is saying to people we serve that in all we do, we will respect you, listen to you, learn from you, recognize your strengths and communicate openly and honestly. To reflect the diversity of CLBC staff and the individuals and families we serve, the Commitment was translated into 10 different languages for display at CLBC offices across the province and online.

Translators within CLBC continue to support preparation of translated publications prior to release as needed. As a result, our current library of publications includes products translated into Simplified and Traditional Chinese, Tagalog, Punjabi, Vietnamese, Hindi, Korean, Farsi, French and Spanish.

CLBC's Commitment reflects feedback from a diverse group of self-advocates, families and CLBC staff.

It is displayed in CLBC offices across the province and available in multiple languages.

HUMAN RESOURCES – DIVERSITY

As part of a comprehensive review of our human resources planning, CLBC has initiated a Diversity Strategy that includes the development of an initiative that will help identify the best ways to attract, motivate and retain existing employees to reflect the diverse population in the communities we serve in British Columbia. Over the last year, CLBC developed and implemented a survey to measure how culturally diverse our employees are, compared to the overall population in B.C. The survey results will help us in making recruitment and hiring decisions.

STAFF TRAINING

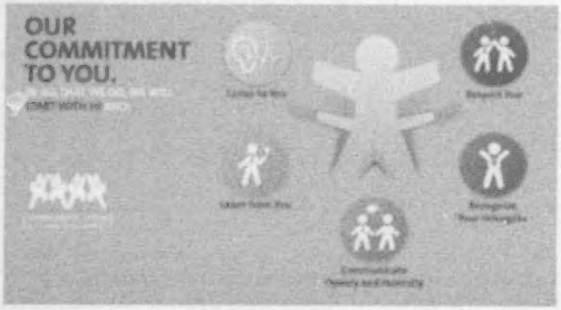
An "Our Common Purpose" module remains an important part of our staff orientation training regarding cultural considerations, multiculturalism and disability. These sessions are facilitated by staff with a background working with diverse groups.

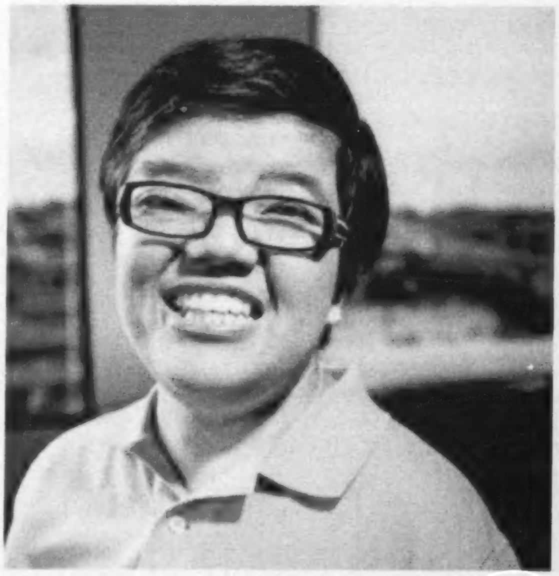
INDIVIDUALIZED FUNDING TO MEET DIVERSE CULTURAL NEEDS

Among CLBC services that benefit individuals and families from diverse cultural backgrounds is Individualized Funding, which allows people to create new, innovative service options and make individual choices about how supports are delivered. Through Individualized Funding, individuals can recruit, hire, train and manage their own service providers or work with a host agency that will manage these responsibilities for them.

CLBC is continuing to review Individualized Funding based on what has been learned about the provision of culturally specific / tailored supports and services from members of diverse cultural backgrounds (such as families who have English as a second language and members of Aboriginal communities).

CLBC has captured, in video format, stories told by individuals and families from diverse cultural backgrounds about how Individualized Funding has been used to better meet their needs, including culturally specific needs. The project continues into 2015/16, with a focus on generating a plan to increase awareness and uptake of Individualized Funding among those who could benefit from it.


OUR COMMITMENT TO YOU.



SERVICES IN FIRST NATIONS COMMUNITIES

CLBC expanded its services to eligible individuals living in First Nations communities in 2014. We have identified the need to increase outreach and develop a plan to better serve these adults in our refreshed strategic plan and work has begun on this project.

COMMUNITY ACTION EMPLOYMENT PLAN

CLBC has partnered with the Family Support Institute to develop information for newcomer families and others on employment for individuals with developmental disabilities. CLBC has also been engaging Aboriginal services and leaders in local planning activities and invitations for employment training.

AGING

CLBC strives to be sensitive to how families from various cultures support their aging loved ones.

CONSULTING INDIVIDUALS AND FAMILIES

In December 2014, CLBC initiated a comprehensive satisfaction survey of individuals receiving services across the province and their families to get their feedback and measure opinions about service delivery.

We ensured over 1,200 interviews were the result of an independent and randomized selection process to represent the wide variety of backgrounds, cultures and ethnicities of individuals supported by CLBC. The results are used to identify ways to improve the quality and responsiveness of CLBC supports and service delivery.

QUALITY OF LIFE SURVEY

In addition to our annual satisfaction survey, approximately 850 individuals participated in CLBC's include Me! survey process that measures quality of life outcomes in the areas of independence, social participation and well-being. The information collected informs our decision making and helps service providers improve the quality of life of the individuals they support. Last year:

- » CLBC made survey communication materials available in 10 languages.
- » We offered interpreter services, including Assisted Sign Language interpretation, to individuals who participated in the survey process.
- » RA Malatest & Associates, the research firm involved with this initiative, hired surveyors with a wide variety of backgrounds, cultures and ethnicities. Those who participated by phone were able to complete the survey in a variety of languages.

COMMUNITY COUNCILS

CLBC has a network of 13 volunteer Community Councils operating throughout the province, ensuring that self-advocates, families, community members and service providers play a major role in achieving our vision of fostering good lives in welcoming communities. Council membership includes many people who represent the ethnic and cultural diversity of B.C. Councils work collaboratively with diverse community partners to support community inclusion, citizenship and full participation of people with developmental disabilities.

CONCLUSION

CLBC's 2014/2015 Multicultural Activities Report highlights our organization's active efforts to promote multiculturalism through a variety of means, including:

- » Direct engagement with individuals and families we serve;
- » Ongoing staff training and orientation;
- » Delivering on our public pledge to recognize the individual strengths of the people we serve, respecting them and learning from their experiences; and
- » Inclusion of self-advocates of different multicultural backgrounds in public awareness and education campaigns.

Destination British Columbia

MANDATE

Under the *Destination BC Corp. Act*, the Crown corporation is responsible for:

- Marketing British Columbia domestically, nationally and internationally as an excellent tourist destination:
  - The tourism industry in B.C. is comprised of many stakeholders including tourism operators, product sectors, communities, associations, regional destination marketing organizations and federal, provincial, and municipal governments, all playing a role in destination marketing and management.
  - Through Destination BC's consumer marketing, travel trade, travel media and industry programs, millions of consumers from around the world are encouraged to visit B.C. every year.
  - Tourism operators can reach these consumers in a cost-effective way through various marketing initiatives including social media, listings programs, advertising campaigns, public relations programs, and other promotional activities, offered by the Corporation.

I live multiculturalism by...
Learning different languages and traditions.

- Providing support for regional, sectoral and community tourism marketing:
  - Through a variety of province-wide programs and partners, Destination BC invests about $15 million annually in regional, sectoral and community tourism marketing.
  - *Tourism Business Essentials* is a series of informative guides designed to help BC's tourism businesses become more successful. First time tourism entrepreneurs, many of whom are new Canadians, find these guides useful in setting up and managing their business.
- Providing industry leadership in tourism marketing:
  - Destination BC works collaboratively with tourism stakeholders across the province to coordinate tourism marketing at the international, provincial, regional and local levels. A regionally-representative Tourism Marketing Committee provides strategic advice to Destination BC's Board and CEO.
- Promoting training and development in relation to tourism marketing:
  - WorldHost® Training Services offers training solutions that prepare individuals and tourism businesses to deliver world-class customer service and remarkable travel experiences that garner recommendations, referrals and repeat visits. For example: Frontline Management, Japanese Service Expectations, Service Across Cultures and Service For Chinese Visitors.
- Providing support for visitor centres:
  - More than 100 community-based Visitor Centres throughout British Columbia comprise the Visitor Services Network. Visitor Information Counsellors have a direct impact on visitors' impressions of BC, providing real-time, personalized visitor services and inspiring longer stays and travel in all regions of the province. In 2014, the Community Visitor Centres served more than 2.4 million visitors.

- Conducting tourism related market research:
    - Destination BC conducts research on various aspects of the tourism industry, providing the industry with information to enhance the effectiveness of future marketing activities and development projects. Research is critical in order to be at the forefront of utilizing and sharing insights and intelligence to create relevance in consumer marketing, travel trade and destination development activities.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Destination BC's commitment to multiculturalism is reflected in its Standards of Conduct. The document defines how the organisation creates a safe and healthy work environment where staff and all stakeholders are treated with dignity and respect.

In addition, as an organization that conducts business around the globe, the Corporation contracts with international agencies and implements in-market activities in such a way that respects the diversity of interests and cultural sensitivities that exist worldwide.

KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Respect for the individual is a core principle at Destination BC. The organization adheres to and supports the Human Rights Code of British Columbia and the *Canadian Human Rights Act*, which protect individuals from harassment and other forms of discrimination.

Destination BC's success depends on the integrity of its systems and the people involved in providing products and services. The organisation requires every employee to fulfill the promise to conduct business with professionalism and honesty, as reflected in the Standards of Conduct.

HIGHLIGHTS OF INITIATIVES

- Destination BC continues to work with the Aboriginal Tourism Association of BC on the implementation of programs that develop and market Aboriginal tourism products in several of Destination BC's key overseas markets. These programs support the growth of Aboriginal owned and controlled businesses and their employees.
- Destination BC works with key travel media outlets in BC and around the world to generate awareness of the tourism experiences BC has to offer. This includes providing story ideas for the locally based multicultural media outlets.
- Destination BC also works with key international tour operators and North American receptive tour operators to develop itineraries promoting tourism products to increase visitor volume and revenue from international markets. The organization also works with key Asian receptive tour operators to develop itineraries promoted to the local Asian market.
- Destination BC has in-market representation in Australia, Germany, Japan, China and the United Kingdom.
- Destination BC has an English and French language consumer website as well as six foreign language consumer websites for the following markets: Germany, Japan, Korea, Mexico, India, and simplified and traditional Chinese.
- Destination BC was a partner in the 2015 Canada Winter Games held in Prince George, BC and provided WorldHost® Training Services for thousands of frontline workers. Included in the WorldHost training were representatives from the Lheidli T'enneh First Nations, and because this was a national event, training was adapted and delivered in French to francophone volunteers.

WORLDHOST® TRAINING

WorldHost® Training Services includes a network of 116 organizations throughout the province that offer customer service training on behalf of Destination BC for the tourism industry. Through this extensive network, customer service training is offered to individuals from First Nations groups and to immigrants – key labour market segments that are instrumental in addressing labour shortages within the BC tourism industry. Some of our partners in delivering WorldHost to these groups are Advance Continuing Education Ltd., Aboriginal Tourism Association of BC, Seyem 'Qwantlen Business Group, Squamish Lil'wat Cultural Centre, to name a few. Past clients of WorldHost Training Services have been the Victoria Immigrant Society, Victoria Native Friendship Centre, Tsawout First Nations, Musqueum Cultural Centre, the Esquimalt Nation, and the Nesconlith Education Centre (in Salmon Arm), shown above proudly showing their WorldHost stars.

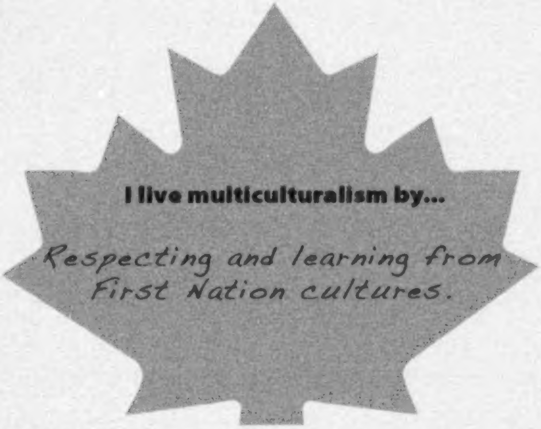
First Peoples' Cultural Council (formally First Peoples' Heritage, Language and Culture Council)

WHO WE SERVE

As a unique First Nations' led crown agency, we serve 203 B.C. First Nations, 34 language groups, 61 dialects, and a number of First Nations arts, cultural and educational organizations.

The First Peoples' Cultural Council (FPCC) promotes and celebrates the diversity of languages, arts and cultures of British Columbia's First Nations.

The board and staff recognize that pride in languages, arts, songs, dances, wisdom and traditional knowledge contributes to the health and optimism of First Nations individuals and communities and benefits all citizens of British Columbia.



I live multiculturalism by...

Respecting and learning from First Nation cultures.

MANDATE

» Protect, revitalize and enhance First Nations' arts, language, culture and heritage.

» Increase understanding and sharing of knowledge, within both First Nations and non-First Nations communities.

» Heighten appreciation and acceptance of the wealth of cultural diversity among all British Columbians.

WHAT WE DO

» Facilitate opportunities for First Nations communities in B.C. to receive funding for language and arts projects.

» Offer advice and assistance to First Nations funding applicants.

» Develop programs and community development resources to encourage the revitalization of First Nations languages, arts and culture.

» Provide training in language revitalization, archiving and immersion programs.

» Work in partnership with First Nations communities to revitalize and archive First Nations cultures and languages and restore literacy and fluency in First Nations languages.

» Offer a network of information and opportunities to First Nations artists and language champions.

» Advise government on programs and issues related to First Nations languages, arts and culture.

» Educate and share information with people in B.C. about First Nations languages, arts and culture.

» Advocate for B.C. First Nations languages, arts and culture.

CULTURAL COUN
Committed to t
of B.C.'s First
arts, cultures

RECENT INITIATIVES

OUR LIVING LANGUAGES – On June 21, 2014, we launched the "Our Living Languages" exhibition at the Royal BC Museum, which was a full partnership with the museum.

FPCC developed the story layout and content for the exhibition, in consultation with B.C. First Nations cultural experts. By tapping into the expertise in communities, FPCC was able to capture the beauty of B.C.'s First Nations languages and focus attention on the many amazing community-based language revitalization efforts happening throughout the province.

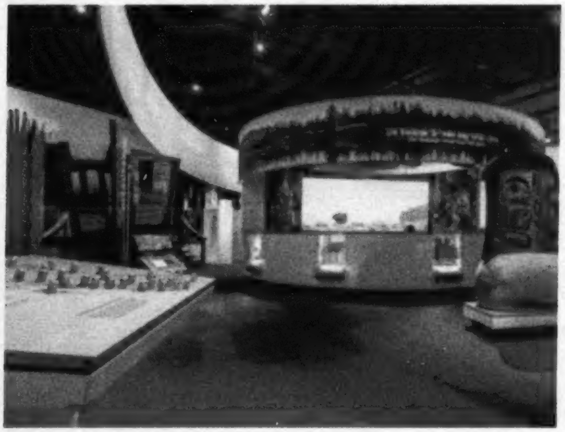
In April 2015, the exhibition won an Award of Excellence from the American Alliance of Museums.

REPORT ON STATUS OF FIRST NATIONS LANGUAGES 2014 LAUNCH – In November, with the launch of the second Report on the Status of First Nations Languages in B.C., we were able to again draw attention to the precarious state of our languages. The 2014 report shows that fluent speakers of First Nations languages in B.C. make up just 4.08% (5,289 people) of the population reporting.

On the plus side, there has been an increase of 3,144 "semi-speakers" (now up to 12,092 people) from our 2010 report. While progress is being made in creating more speakers, there is clearly much more that needs to be done to stop the extinction of B.C.'s languages and cultures.

ABORIGINAL YOUTH ENGAGED IN THE ARTS – This new project supports local initiatives that connect youth aged 15–24 with established artists through residencies, community-based workshops and collaborations in any artistic discipline. Priority is given to projects that implement new youth engagement, especially in underserved, often remote communities.

LANGUAGE RESOURCE DEVELOPMENT – The language department produced two resources: "I Am Taking My Language Back", a partnership with the First Nations Health Council and the Sami Parliament. The Sami Parliament gave permission for the translation of an existing Sami document into English. The document will be used to create tools and information for First Nations in B.C. The second document was an informational card called "10 Ways to Include More Language in Your Life" created for the "Our Living Languages" exhibition at RBCM.



CULTURAL PROTOCOL FOR THE ARTS EVENT AND PUBLICATION – In March of 2014, the arts department orchestrated the Cultural Protocols & the Arts Forum. The forum attracted 70 participants from across B.C. and Canada. The Proceedings of the Cultural Protocols and the Arts Forum, a publication based on the event, was released in 2015.

FIRSTVOICES – The FirstVoices team facilitated and/or produced 10 new resources over the past year. Four community groups worked on FirstVoices Language Tutor projects with each community creating a minimum of 10 Language Tutor lessons to assist with language learning. The languages were: Nuučaanuɫ (Hesquiaht), Secwepemctsín (Spi7uy Squqluts), Halq'eméylem (Sto:lo), Secwepemctsín (Secwepemc Cultural Ed. Soc.)

There will soon be more than 15 interactive dictionary/phrase apps for the iPod, iPad and iPhone through the FirstVoices Mobile project. The apps contain text, audio, image and video content and are available as free downloads from the iTunes store.

ENDANGERED LANGUAGES PROJECT (ELP) – In 2011, Google.org contacted the FPCC to request its participation in this global initiative to create an online collaborative network for language champions. The FPCC chairs the governance committee of the ELP website, which now hosts over 3,000 languages from around the world.

Forestry Innovation Investment Ltd.

MANDATE

Forestry Innovation Investment (FII) is the Government of British Columbia's market development agency for forest products. FII works collaboratively with industry trade associations, other levels of government including the Government of Canada and other provinces, and with research institutions to enhance the value of B.C.'s forest resources and strengthen employment throughout the province.

FII's mandate, as specified in its Government's Letter of Expectations, is to work with the forest industry to develop and diversify markets for B.C. forest products. This includes ensuring forest products are viewed as an environmentally friendly, preferred material, and B.C. is viewed as a reliable global supplier of quality products from sustainably managed forests. Through these efforts, FII helps to strengthen the forest economy and create jobs in B.C. FII's human resources mandate is to:

» Provide equal opportunity employment regardless of gender, race, colour or religion;

» Ensure that all staff treat others in the workplace with respect and dignity; and

» Provide a work environment free of harassment and discrimination.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The FII Executive is committed to delivering the organization's services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia, and to the cultural and social contexts of all locations where activities are delivered. FII operates in an international context and the Executive is committed to ensuring all staff in B.C. and in offshore locations, receive the training and support necessary to engage in cross-cultural activities.

I live multiculturalism by...

Treating everyone with respect.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

One key document is used in support of multiculturalism: *Standards of Conduct Policy*

This document contains information and guidelines in support of the mandate listed above and is distributed with each employee's Policies and Procedures Binder.

FII's head office staff of 20 speak a combined eight languages including English, Japanese, Mandarin, Cantonese, Hindi, Guajurati, German, French and Tagalog, In addition, staff of FII subsidiary companies in China and India speak multiple local langages and regional dialects. Multicultural understanding is integral to FII's operations and is fostered each year through regular visits to B.C. by international staff and visitors, as well as through annual planning sessions that include the Company's local and foreign staff.

HIGHLIGHTS OF INITIATIVES

Since it was established in 2003, FII has promoted and funded the cost of local language training for all Canadian staff working in its overseas offices. FII's staffing in China has since evolved to be comprised entirely of persons of Asian ancestry, and its initiatives, are tailored to the cultural needs of the local communities in which it operates. In 2012, FII established a second operating subsidiary based in Mumbai, India. Employees of FII India are all Indian nationals recruited in Mumbai.

From 2008 through 2012, FII engaged with industry in delivering reconstruction support in areas of Asia hard hit by natural disasters. For example, FII delivered several major reconstruction projects in Sichuan, China, including a primary school, a school for the disabled and an elderly care facility. Following the March 2011 earthquake and tsunami in Japan, the Government of B.C., through FII, provided $2 million towards reconstruction efforts in the disaster area. These funds were matched by additional contributions of $2 million from the Government of Canada, $460,000 from the B.C. forest sector and $150,000 from the Province of Alberta.

As with the reconstruction work in China, projects for tsunami reconstruction in Japan were selected with input from local and regional governments as well as community user groups, and are designed specifically to meet local needs. The first two tsunami reconstruction projects were completed in 2013: the Donguri Anne Public Library and the Yuriage Public Market, both situated in Natori City. A third project, Oranda Jima House, an after school care centre located in Iwate Prefecture, was opened in May, 2014. A fourth and final reconstruction project, the Jericho Support Centre for Disabled Children in Fukushima Prefecture, was officially opened in February 2015.

Providing reconstruction support in disaster areas not only delivers much-needed assistance for stricken communities, it also contributes greatly to deepening the bonds between the people and communities of British Columbia and our partners in Asia. These new schools and community facilities, which are designed to be focal points for local communities, are also serving as catalysts for building technical, educational and community exchange with British Columbia. Through this process, the reconstruction efforts are enhancing cross-cultural understanding and mutual respect.

Industry Training Authority

MANDATE

VISION - World-class apprenticeship.

MISSION - To build the trades that build BC.

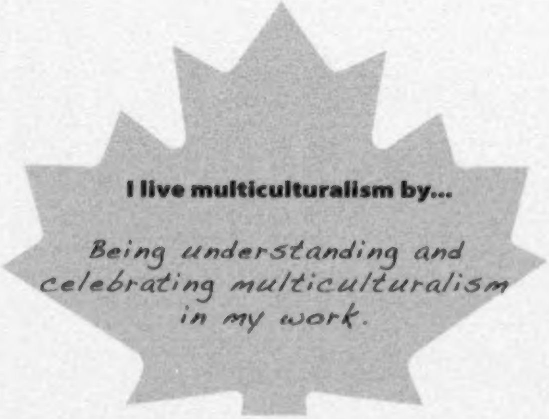
The Industry Training Authority (ITA) oversees, manages and improves the provincial industry training system. It promotes trades training and careers, supports the progression of training participants, certifies individuals with existing skills, and works to align training outcomes with workplace needs.

Issuing credentials, which is the core outcome of ITA's work, is done based either on successful completion of a training program or on a formal validation of existing skills. ITA invests in training services delivered in part through two sets of partnerships, and collaborates with many other stakeholders. ITA serves two customer groups:

- Training participants and Challengers[1] benefit from skill development and/or recognition, which facilitates improved employment and advancement opportunities
- Employers and industry benefit from access to a growing pool of workers with verified skills that align with labour market needs

ITA is also a key contributor to broader efforts to support employment growth and economic competitiveness for British Columbia as a whole.

ITA's mandate and accountabilities are defined in Part 3 of the Industry Training Authority Act, and are elaborated on each year through a Government Mandate Letter that is signed by ITA's board members and by the Minister of Jobs, Tourism and Skills Training and Minister Responsible for Labour (see www.itabc.ca/corporate-reports/government-mandate-letter).



I live multiculturalism by...

Being understanding and celebrating multiculturalism in my work.

GOALS

1. Effectively represent the voice of industry within the BC skills training system.
2. ITA credentials are valued by industry and individuals, and align with the economic needs of BC.
3. Skills recognition and training pathways to ITA credentials are effective and meet the needs of industry.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

ITA develops and implements targeted initiatives designed to increase participation in industry training and trade certification with groups including Aboriginal people and new immigrants.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

ITA's Customer Service team members, who interact daily with apprentices and employer sponsors, and who answer general inquiries from the public about trades training, speak the following languages:

- Armenian, Cambodian, Cantonese, French, Hindi, Korean, Mandarin, Portuguese, Punjabi, Romanian, Russian, Spanish, Tagalog, Ukrainian, and Vietnamese.

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[1] *Challengers are individuals seeking certification based on existing skills.*

ITA fully supports employees who want to celebrate their culture and share that culture with co-workers. Events such as lunch and learns and potlucks are held with themes representing specific cultures, for example, Aboriginal Day and International Food Day. ITA staff are also encouraged to attend graduation ceremonies at the Aboriginal Community Career Employment Services Society (ACCESS) to celebrate students graduating from their trades courses. This program is offered to underskilled orunderemployed Aboriginal people.

HIGHLIGHTS OF INITIATIVES

In 2014/15, ITA continued to deliver programs for three target groups, using funds made available through the Canada-British Columbia Labour Market Agreement.

Since 2008/09, these programs have assisted more than 5,300 unemployed or low-skilled people to explore and pursue trades careers.

	WOMEN IN TRADES TRAINING	IMMIGRANTS IN TRADES TRAINING	ABORIGINAL INITIATIVES
THE OPPORTUNITY	Only 10% of apprentices are women, and while that's up from 8% in 2009, the female labour force is still badly underutilized.	New immigrants make up 20% of the Canadian population but only 3–5% of apprentices; many already have valuable trades skills, but may face language barriers and other challenges in getting certified.	The Aboriginal population is younger and growing faster than the general population, and many communities are located close to major projects that need trades skills.
THE RESPONSE	ITA partners with post-secondary institutions, industry and labour organizations, employment agencies and community groups. Programs offered are designed to enable the target groups to explore trades careers, and to develop and certify trades skills. Assistance with essential skills like numeracy and literacy, and help with covering costs such as child care and transportation are also available, as is mentorship and peer support.		
2014/15 APPROVED FUNDING	$3.5 million	$1.7 million	$3.3 million
TARGETED PARTICIPANTS	440 people	325 people	494 people

WEBLINKS

Women in Trades Training: http://www.itabc.ca/women-trades/overview

Immigrants in Trades Training: http://www.itabc.ca/immigrants-trades/overview

Aboriginal Initiatives: http://www.itabc.ca/aboriginal-people-trades/overview

The Insurance Corporation of Bristish Columbia (ICBC)

MANDATE

ICBC provides universal Basic auto insurance to B.C. motorists and also competes for the optional auto insurance business. ICBC provides claims services to our policy holders.

As part of its mandate, ICBC provides vehicle and driver licensing services, vehicle registration services and fines collection on behalf of the provincial government. ICBC invests in fraud prevention and road safety initiatives to promote a safer driving environment throughout B.C.

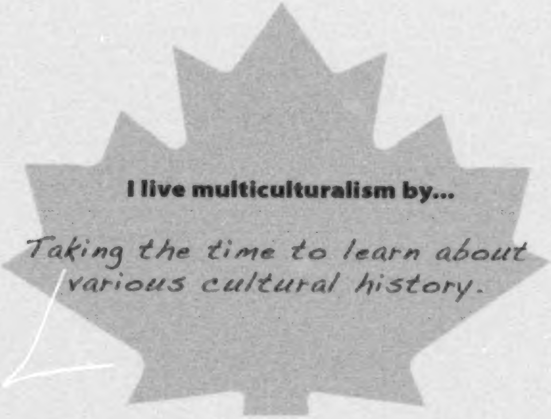
EXECUTIVE COMMITMENT TO MULTICULTURALISM

ICBC is committed to supporting diversity and inclusion as a way to improve both our employee and customer experience. As our province becomes increasingly diverse, ICBC continues to see the opportunity and responsibility to understand and better respond to the changing needs of our workforce and customers.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Policies are in place to promote understanding and respect between employees and towards customers of diverse cultural backgrounds.

Many of the ICBC initiatives identified and services offered are possible due to ICBC's commitments to hire a diverse workforce and engage with partners who represent the diverse, multicultural customer base that we serve.



I live multiculturalism by...

Taking the time to learn about various cultural history.

HIGHLIGHTS OF INITIATIVES

- Real-time translation services are available in over 170 languages for all customers calling in about drivers' licensing, insurance services or claims.
- ICBC.com is available in Traditional & Simplified Chinese and Punjabi.
- ICBC provides a dedicated 1-800 telephone line to better assist Punjabi customers who have gotten into a crash. This service provides Punjabi customers the ability to report a claim in Punjabi so they fully understand the claims process and can more easily get access to available benefits.
- ICBC has partnered with Progressive Intercultural Community Services (P.I.C.S.) to install video screens in their main facility to display in-language messages on Road Safety, ICBC claims processes, Driver Licensing and automobile insurance topics.
- ICBC actively works with Autoplan brokers in ethnic communities to better address the needs of their multicultural clients.
- To assist customers from foreign jurisdictions, ICBC's Driver Licensing department maintains a list of approved translators that customers may contact to help them authenticate their out of country documentation. The list is available on icbc.com.

- In late June 2015, B.C.'s driver licensing reciprocity program was expanded to include 16 foreign jurisdictions so that new B.C. residents from these jurisdictions can apply for an automobile driver's licence without having to be retested. Driver licence reciprocity is also available for 14 countries to allow the motorcycle classification to be added to the B.C. driver's licence without need of retesting.
- Pre- and post-arrival communications for new B.C. residents is in place to help customers better understand how to obtain and transfer driver licences and include automobile insurance claims history from their country of origin.
- Information is made available through consular offices and multicultural networks to outline the driver licence surrender policies for new B.C. driver's licences.
- Proactively works with B.C.'s law enforcement community to assist in translating foreign driver's licences at roadside, allowing for foreign non-resident drivers (visitors, students) here temporarily to continue to be able to drive in B.C. with their foreign licence.
- Driver's licence knowledge testing for passenger and motorcycle licences can be taken in English, French, Arabic, Traditional & Simplified Chinese, Croatian, Farsi, Punjabi, Russian, Spanish and Vietnamese.
- An online practice knowledge test for a Learner's Licence is available in Punjabi with enhancements developed in early 2014.
- ICBC routinely grants permission for third parties to use the material and images in our driving guides for the purposes of translation into other languages, including French, Arabic, Chinese, Farsi, Punjabi and Vietnamese.
- To ensure a broad reach to multicultural customers, ICBC purchases ongoing radio, online and print advertisements in Cantonese, Mandarin and Punjabi.
- For each driver licence issued, ICBC customers must respond to a series of declaration questions – these questions have been translated into 13 of the most common languages.
- ICBC's road safety campaigns are routinely offered in different languages using ethnic media and using the First Nations band radio stations. Available languages include Cantonese, Mandarin, Hindi and Punjabi.
- Starting in May 2014 and again in 2015, enforcement advertisements for the High Risk Driving campaign were in aired on the radio in Cantonese, Mandarin, Hindi and Punjabi.
- Translations of the Child Passenger Safety Law Card as well as key information about the purchase and use of child passenger restraints are provided in Traditional & Simplified Chinese, Punjabi, Spanish and Korean.
- Provides pedestrian education tip cards in Simplified Chinese and Punjabi.
- Access to Road Safety Curriculum materials for First Nations schools are provided through the First Nations Schools Association.
- Education, awareness and instruction on child passenger safety is made available to First Nations and multicultural communities.
- Counter Attack safety kits are provided in Chinese and Punjabi.
- Proactive media outreach campaigns are designed to build relationships and increase coverage with multicultural media outlets.
- Select brochures providing information on insurance, claims and driver licensing are produced in high demand languages.
- All external ICBC job postings are advertised through a wide recruitment network of diversity associations doing outreach on the margins of employment, such as with persons with disabilities and the First Nations community, to generate the maximum number of diverse applicants for job openings.

- ICBC proactively seeks input from community stakeholder groups when considering multi-cultural initiatives and outreach.
- ICBC participates in select career fairs which target multicultural populations.
- ICBC's corporate intranet includes a diversity and inclusion website. The site offers employees and managers access to information, statistics, stories, tools, resources, memberships and free online diversity training.
- ICBC maintains corporate memberships with associations that support diversity and inclusion, including: Catalyst (women and diversity), Minerva (leadership development for women), WXN (Women's Executive Network), Kids and Company (child and elder care services), Canadian Institute of Diversity and Inclusion and Equitek (job postings with employment agencies focused on diversity).
- ICBC supports the Ministry of Jobs, Tourism and Skills Training in collecting annual statistics towards identifying strategies for improving the ability and efficiency of skilled workers seeking licensure in a BC regulated occupation.
- Altogether, ICBC staff speak 72 different languages, according to an internal survey conducted in 2011. As of end March 2015, 44% of leadership roles in the corporation are held by women, and while the majority of employees are between the ages of 40-54, staff range in age from 20-70+.

Knowledge Network Corporation

MANDATE

Knowledge Network is British Columbia's viewer supported public broadcaster. Our mandate is to:

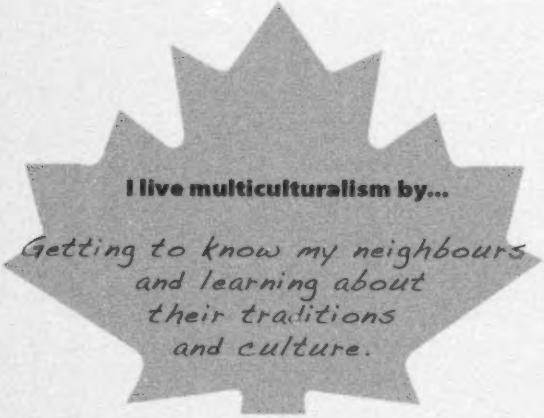
1. Carry on the business of broadcasting and communications to provide unique, quality educational programming to British Columbians;
2. Promote lifelong learning in British Columbia by providing quality educational programming;
3. Inform and educate British Columbians about their province and about issues that are relevant to them;
4. Provide British Columbians with a unique television experience; and,
5. Collaborate with the independent television and web media production sectors in British Columbia.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Knowledge Network strives to provide British Columbians with content that reflects and supports the diversity of B.C. voices and experiences. It is fundamental to our role as B.C.'s public broadcaster.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

Respect is one of five corporate values to inform decision-making. We demonstrate due regard for everyone and strive to reflect diverse points of view within our organization and through our programming.



I live multiculturalism by...

Getting to know my neighbours and learning about their traditions and culture.

HIGHLIGHTS OF INITIATIVES

EAST IS EAST – Knowledge Network's weekly anthology series dedicated to content about life in the rapidly changing Asia Pacific region. Highlights include:

India on Four Wheels – Journalists Justin Rowlatt and Anita Rani set off on a road trip around India to discover how a booming car industry is helping to fuel the country's massive economic growth.

Charlie Bird Explores the Ganges – Irish journalist Charlie Bird explores one of the most enchanting rivers on the planet - the mighty and sacred River Ganges in India.

The Sound of Mumbai – A group of children from the slums of Mumbai are given a once-in-a lifetime opportunity to perform in a concert production of The Sound of Music.

When Hari Got Married – Looks at the changes taking place in rural India, as modernity and globalization meet age-old traditions and customs.

The Birth of Modern China – A 27-part anthology series offering a sweeping view of the social, political, economic and cultural changes that have shaped today's superpower. Programs include: Puyi: The Last Emperor of China, Mao: A Chinese Tale and China on Four Wheels.

OTHER PROGRAM HIGHLIGHTS:

Cry Rock – Less than 15 Nuxalk language speakers and storytellers remain in Bella Coola, and B.C. filmmaker Banchi Hanuse goes on a quest to capture the true meaning and value of these oral traditions.

Watchers of the North – Follows Canadian Rangers in two remote Nunavut communities who combine traditional Inuit knowledge and contemporary military training to perform surveillance, search and rescue missions, and mentor the next generation of Rangers.

Nobuyuki Tsujii at White Nights – From the Mariinsky Theatre in St. Petersburg, conductor Valery Gergiev leads Japanese pianist Nobuyuki Tsujii as he performs works by Tchaikovsky, Rachmaninov and Shostakovich, as well as Tsujii's own elegy for the victims of the tsunami in 2011.

Inocente – Tells the story of this talented young artist who refuses to let bleak circumstances define her life and diminish her hopes.

Only When I Dance – Follows the journey of two gifted teenagers, Irlan and Isabela, who live in one of the most violent favelas on the outskirts of Rio, and both dance ballet.

Lost Kingdoms of Central America – Art historian Dr. Gus Casely-Hayford explores four of Africa's once-powerful civilizations: Asante, Zulu, the Berbers of Morocco, and the Bunyoro and Buganda.

Waterfront Cities of the World II – Explores the essence of vibrant cities, including multicultural identities, in Tokyo, Instanbul, Salvador de Bahia, Hong Kong and Vancouver.

Fallen City – Follows three families who survived the 2008 Sichuan earthquake as they try to rebuild their lives in a country torn between tradition and modernity.

Legal Services Society (LSS)

MANDATE

The Legal Services Sociey (LSS) is British Columbia's legal aid provider. Established by the Legal Services Society Act in 1979, LSS is an independent agency that provides legal information, advice and representation services to people with low incomes. The society also provides legal education programs for community advocates and social services providers throughout B.C. LSS receives 95 per cent of its funding from the Ministry of Justice with additional funding from the Law Foundation of BC and the Notary Foundation of BC.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

LSS's commitment to multiculturalism reflects the society's commitment to serving its diverse clients in ways that address their unique cultural needs. LSS has policies to ensure we deliver legal aid services in an environment where all individuals are treated with fairness, dignity and respect. Employees are expected to recognize the importance of diverse cultures at LSS and to help to eliminate inequities and biases from existing services and methods of service delivery. LSS ensures that staff behaviour toward clients/applicants and colleagues is free from racism and discrimination in all its forms.

I live multiculturalism by...

Traveling and exploring many places.

保护你：
Pour votre protection :
保護你：
For Your Protection
Peace Bonds and Family Law Protection Orders

EMBRACING MULTICULTURALISM IN THE WORKPLACE

LSS ensures its services are accessible to all communities. It does this by funding interpreters and translators for clients receiving representation and advice services (LSS staff can communicate in more than 20 languages). LSS also produces public legal education and information materials in 10 different languages in print and online. During Aboriginal History Month, LSS supports a series of educational programs for staff that are led by the society's Aboriginal staff. The Guiding Principles of LSS Administrative Policies and Procedures include our Standards of Conduct, the Discrimination, Bullying, and Harassment Policy, and the Employment Equity policy, as well as collective agreements.

HIGHLIGHTS OF INITIATIVES

LSS ABORIGINAL LEGAL AID SERVICES:

- » Although Aboriginal people make up less than six per cent of B.C.'s population, they constitute 30 per cent of legal aid clients who are referred for representation by a lawyer. In child protection matters, more than 40 per cent of referral clients are aboriginal.

Legal Services Society
Legal aid can help
British Columbia, Canada

- LSS is committed to helping Aboriginal people resolve their legal problems in ways that recognize both their unique needs and their unique cultures. The specialized ways in which LSS serves its Aboriginal clients include:
  a. Legal aid applications and outreach in 26 Aboriginal communities.
  b. Aboriginal staff in our intake department and an Aboriginal Services Manager.
  c. Aboriginal Community Legal Worker in Duncan and Nanaimo who can assist with legal information and advice, support for meetings with The Ministry of Children and Family Development staff, assistance with legal forms, etc.
  d. Aboriginal law publications and a new website for LSS's Aboriginal services.
  e. Aboriginal family advice clinics in Williams Lake and two Vancouver locations.
  f. Duty counsel and support for elders in First Nations Courts.
  g. Gladue report pilot project.
  h. Medical-legal partnerships at two Vancouver clinics that serve Aboriginal women.

Aboriginal Legal Aid in BC

Is this site for you?

Le droit de la famille en C.-B.
卑詩省家庭法
卑詩省家庭法
ਬੀ ਸੀ ਵਿਚ ਫੈਮਿਲੀ ਲਾਅ
La Ley Familiar en Colombia Británica
Family Law in BC

PUBLIC LEGAL INFORMATION AND EDUCATION:

- LSS produced public legal information and education materials, in both online and paper formats, in 10 different languages.
- Legal Information Outreach Workers had 6,420 interactions with clients via the Call Centre, Downtown Community Court, in person at the Vancouver Regional Centre, and in person at the Terrace Regional Centre.

COMMUNITY OUTREACH AND DEVELOPMENT:

- LSS hosted six regional workshops and three conferences, bringing together 782 participants from different sectors, including multicultural organizations, to provide information on developments in the law and information about legal aid.

- LSS partnered with 27 community organizations, which included band offices, women's shelters, and community resource centres. These community partners (CPs) are located in 35 locations in urban as well as in underserved rural, remote, and Aboriginal communities in B.C. They provide information about legal aid services to a multicultural clientele. Thirteen new locations got CP services as a result of the seven new agencies that joined the CP team in 2014/15. Our community partners had 12,139 direct 1-1 client assists, participated in 297 outreach events, and ordered 22,028 publications to help people with their legal issues.
- LSS began a number of innovative justice transformation initiatives with the support of funding from the Province of British Columbia and maintained our commitment to both court based and community based services, like the Justice Access Centres, that are accessible to all British Columbians.

TELEPHONE ADVICE SERVICES - AVAILABLE IN MULTIPLE LANGUAGES:

- The Family LawLINE (FLL) provided advice to 5,234 clients. The FLL has access to CanTalk services to provide advice, with the assistance of interpreters, in many languages.
- The Brydges Line is a province-wide toll-free telephone service with interpretation services available to all callers, 24 hours a day to assist people who are arrested and/or detained and need legal advice. This year the Brydges Line provided advice to 18,800 clients.

Partnerships British Columbia Inc.

MANDATE

Partnerships BC's vision is to be a recognized leader in evaluating, structuring and implementing partnership delivery solutions for public infrastructure which achieve value for money.

The company is focused on delivering consistent value to its clients and is committed to its long-term viability.

The following goals support Partnerships BC's vision:

- Plan and structure partnership delivery solutions for public infrastructure that are expected to achieve value for money;
- Successfully implement partnership delivery solutions for public infrastructure through leadership in procurement, practices and market development; and
- Maintain a self-sustaining organization and provide added value to an increasingly diverse client base.

I live multiculturalism by...

Proactively learning about history, religion, and cultures from around the world.

COMMITMENT TO MULTICULTURALISM

Partnerships BC is committed to the Province of British Columbia's policy to carry on services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia.

The company is dedicated to maintaining a professional workplace where individuals are treated with respect. In addition, Partnerships BC is committed to maintaining open access to its services and initiatives regardless of client's cultural background.

INITIATIVE HIGHLIGHTS

There were no new policies or structures implemented in support of multiculturalism in fiscal 2014/15.

However, Partnerships BC continued its pre-existing policy of its programs, initiatives and internal hiring practices being inclusive and open to all eligible applicants and participants regardless of their cultural background.

Private Career Training Institutions Agency (PCTIA)

MANDATE

The Private Career Training Institutions Agency (PCTIA) is pleased to present the 2014/2015 Annual Report on Multiculturalism.

PCTIA is committed to building a welcoming and diverse organization where individuals are treated with respect.

The Agency's mandate is to support quality education in British Columbia's private post-secondary career training sector through regulating standards and providing protection to students. This includes local and international students of all ethnic, cultural, and socio-economic backgrounds.

This report highlights initiatives that ensure staff are working in an inclusive environment and that student protection information is accessible to all current and prospective private post-secondary students in British Columbia.

I live multiculturalism by...

Training managers on inclusion in the workplace.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

PCTIA promotes diversity and multiculturalism by ensuring information is accessible to all students, regardless of language barrier or cultural difference. To clearly explain the role of PCTIA in student protection and the importance of attending a registered institution, an informational video is available in English, Punjabi, Korean and Mandarin.
The videos are available on YouTube (www.youtube.com/pctiavideos) and have been distributed via Twitter (twitter.com/PCTIA).

The institutions regulated by PCTIA are diverse in their programs and ownership. Some institutions run programs either partly or entirely in languages other than English (such as Punjabi, Hindi, French and Mandarin).

Private career training offers plenty of choice for local and international students. More than 2,921 programs offered by PCTIA-registered institutions attract students from all walks of life.

Programs include: Traditional Chinese Medicine, Freelance Make-Up Artist, Web Designer, Sushi Chef, Adventure Tourism, Yoga Teacher, Hotel Management, Audio Engineering, Auto Detailing, Baking & Pastry Arts, Beauty Therapy, Early Childhood Education, Visual Effects, Veterinary Assistant, Vegetarian Nutrition, Reflexology, Travel And Tourism, Advertising, Technical Diving Instructor, Modelling, Sports & Fitness Nutrition, Flight Attendant Preparation, Translation & Interpretation, Hair Design, Tourism/Hospitality Management, Social Media, Ski And Snowboard Instructor, Herbalist, Aromatherapy, Shiatsu, Float Pilot, Graphic & Digital Media Design, Guitar Building & Repair, Health Care, Heavy Equipment Operator, Hip Hop Production, Equine Studies and more.

British Columbia is the most ethnically diverse province in Canada; and a highly desired study destination for thousands of international students each year. There were 51,316 students enrolled in private career training programs in British Columbia last year, 11,171 of which were international students[1].

The Agency recognizes international students are an intrinsic component of British Columbia's post-secondary sector. International students bring with them traditions, experience and ideas that further enhance the rich cultural diversity of the province. Their presence enriches the province both socially and economically.

Many international students choose to stay in British Columbia upon completing their studies, further contributing to British Columbia's diversity with their knowledge, skills and training.

In 2014-15, Google Analytics results showed that besides Canada, the next highest numbers of visitors to the PCTIA website were from the US, India, Brazil, Philippines, South Korea, Russia, Iran and Taiwan. Language on the PCTIA website continues to be simpler and more accessible to a wider audience, particularly where English is a second language.

Management and employees promote multiculturalism wherever possible. For example, a Mandarin-speaking staff member is taken on site visits to institutions with a high concentration of Mandarin speakers.
The staff member is able to address and translate important information for institution staff and students.

To further assist with potential language barriers, the Agency accepts documents in languages other than English. Where multilingual staff are unable to translate, a translation service is used.

In 2014, the Agency began piloting an online version of student satisfaction surveys that are sent to students prior to a compliance review officer visiting a registered school. These surveys are done through Fluidsurveys and while surveys to-date have been conducted in English, the tool provides the ability to translate the survey into other languages if warranted.

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[1] *PCTIA Enrolment report 2014*

EMBRACING MULTICULTURALISM IN THE WORKPLACE

Recruitment and selection practices are merit-based and qualifications, experience and expertise are considered regardless of ethnicity, culture or disabilities. However, to help reflect the sector wherever possible, PCTIA recruits employees with multiple language capabilities. Besides those born in Canada, PCTIA has also welcomed staff members from South Africa, Scotland, Hong Kong, Australia and the Philippines.

There are 12 languages other than English spoken by PCTIA staff including: Punjabi, Korean, Hindi, Cantonese, Afrikaans, Spanish, Japanese, Tagalog, French, Greek and Mandarin.

Where appropriate, multilingual staff members assist reception staff when liaising with members of the public wishing to converse in a language other than English. The Agency provides students with access to interpretation services when necessary, including American Sign Language.

Private Career Training Institutions Agency staff are committed to embracing multiculturalism and diversity. PCTIA is a place where individuals can work without discrimination. As part of its student protection mandate, the Agency continues to increase access to information for all current and prospective private post-secondary students in British Columbia.

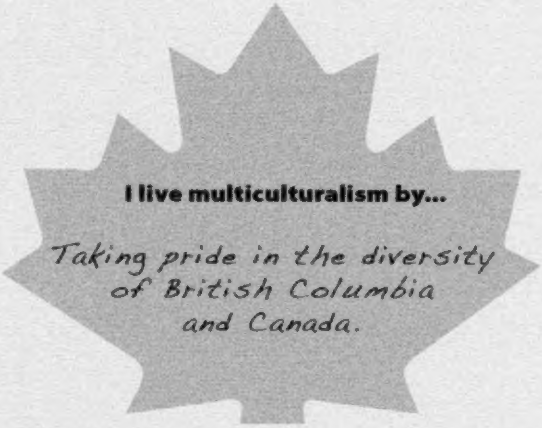
Royal British Columbia Museum Corporation

MANDATE

The Royal BC Museum (RBCM) has a vision to become a refreshed, modern museum advancing knowledge about British Columbia through our collections, presentations, expertise and partnerships for the benefit of society and the economy of British Columbia.

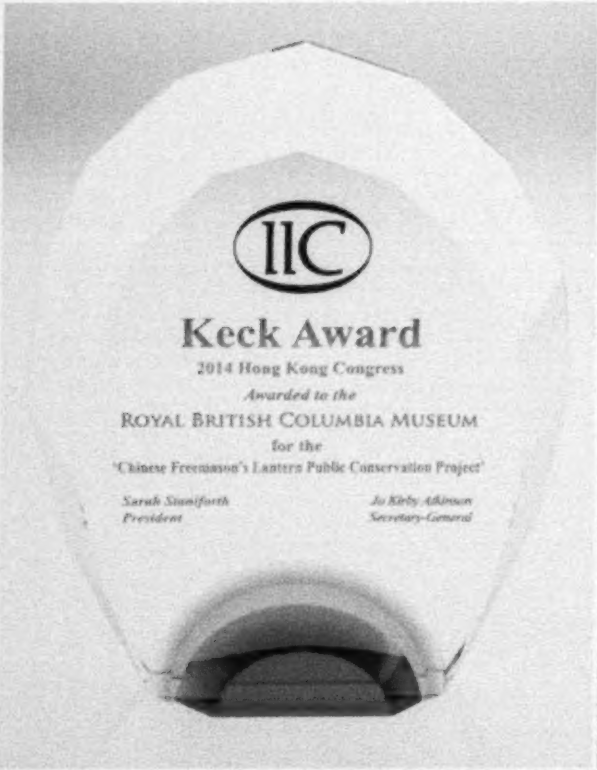
Our Mission is to promote an understanding of the living landscapes and cultures of British Columbia and engage people in a dialogue about their future. We focus on five key goals to:

- Create a unique Royal BC Museum experience;
- Strengthen our digital infrastructure and reputation;
- Enable greater access to our collections and archives while improving their long term care;
- Develop as a financially sustainable organization, and to ensure we develop as a progressive organization; and
- Develop our international relations and grow our reputation as a museum of substance.



I live multiculturalism by...

*Taking pride in the diversity
of British Columbia
and Canada.*



IIC

Keck Award

2014 Hong Kong Congress

Awarded to the

ROYAL BRITISH COLUMBIA MUSEUM

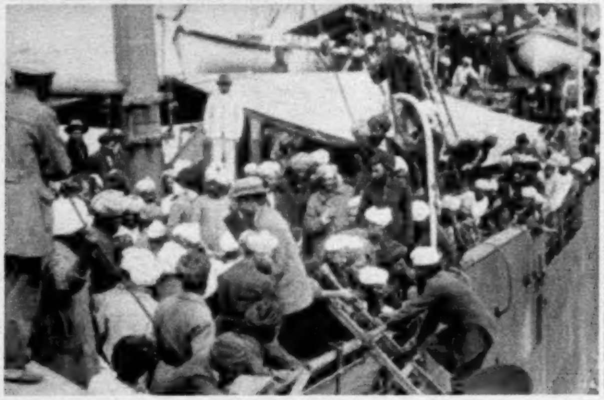
for the

'Chinese Freemason's Lantern Public Conservation Project'

Sarah Staniforth
President

Jo Kirby Atkinson
Secretary-General

維多利亞唐人街
Tradition in Fe
Celebrating the History of Vic



Secwepemctsin
St'át'imcets
Xaad Kil
Ktunaxa
Nuučaańuł
Haiłhzaqvla
Tsilhqot'in

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- The RBCM strives to explain the human, natural and archival history of the province of B.C. and is the only institution in B.C. that assumes this role.
- Continue to commit to diversity in the workplace through hiring practices that recognizes diversity for front line customer service staff, co-op students and volunteers.
- The RBCM presents controversial issues in an objective way, and is perceived by the community as a place that presents balanced views.
- The RBCM Site is a center of activity for locals, tourists, school children, First Nations and cultural groups and scholars.
- The RBCM will continue to engage in the process of repatriating cultural material through First Nations and the Treaty Negotiations office.
- The RBCM First Nations collections date back to the late 1800's when they were originally collected to prevent loss of cultural heritage to other areas of North America and overseas.
- The BC Archives is a valuable resource for researchers. It is one of the major information sources for B.C.'s human history and a vital element of B.C.'s culture.
- Public programming reflects a diversity of interests, and the exhibits, collections and holdings provide opportunities for visitors to learn more about the many ethnic groups that make up British Columbia.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

- The staff of the Royal BC Museum speak, read and/or write English, French, German, Dutch, Spanish, Polish, Cantonese, Mandarin, Cebuano, Hindi, and Arabic. This enables us to interact effectively with our international visitors from around the World.
- We offer international internships to university students in various museum studies.
- We partners with First Nations to deliver a number of school programs.
- We consult with First Nations to develop an award-winning exhibition on First People's Languages
- We provide no-charge admission to all First Peoples.

HIGHLIGHTS OF INITIATIVES

- In celebration of Chinese New Year on February 19, 2015, the Royal BC Museum displayed a newly restored artifact significant to the story of Chinese in British Columbia. A magnificent lion's head from a traditional dance costume was on display for the first time ever in the third floor lobby of the Royal BC Museum. The changing styles of lions dance costumes in historical Victoria and Vancouver Chinatowns over the past century exemplify the persistence of B.C.'s transpacific connections.

- The Royal BC Museum held an Aboriginal Festival from June 19 – 21, 2014, in partnership with Aboriginal Tourism of BC. The RBCM launched the exhibition, Our Living Languages, on June 21, 2014 – National Aboriginal Day - which resulted from a partnership with the First Peoples' Cultural Council (FPCC) about First Nations languages, arts and culture. FPCC used its extensive network of community-based language specialists and cultural experts throughout the Province, to develop the exhibition content and act as a conduit to First Nations communities. The RBCM was responsible for organizational structure, management, design and construction of the exhibition. Through this collaborative process, RBCM and FPCC opened Our Living Languages, an exhibition about the 34 Indigenous languages in B.C. – the most linguistically diverse region in Canada. The Royal BC Museum won a prestigious award from the American Alliance of Museums, for this exhibition.

- The Royal BC Museum won the Keck Award for conservation work on the Chinese Freemason's Lantern. The Keck Award is an international conservation award given out every two years by the International Institute for Conservation of Historic and Artistic Works. This year's award was presented at the 2014 Congress in Hong Kong. The Chinese Freemason's Lantern was the object of conservation in a modified laboratory, in front of museum visitors as part of the "Traditions in Felicities: Celebrating 155 Years of Victoria's Chinatown" exhibition.

- The Royal BC Museum joined 13 other Canadian institutions in a project to conduct research and develop a travelling exhibition about the forced dispossession of homes and properties owned by Japanese Canadian citizens during the Second World War. The project, called "Landscapes of Injustice" tells the story of the Japanese Canadian experience. The Royal BC Museum contributes to a broader understanding of this tragic episode by providing rich archival source materials to researchers, helping to design a comprehensive exhibition about the issue and by propelling the story to learners everywhere through our online channels.

- The Royal BC Museum opened its first exhibition in China, at the Sun Yat Sen Library of Guangdong Province, marking the anniversary of the twinning of B.C. and Guangdong. The exhibition highlights, through 70 photographs, the story of the Chinese community in Victoria. The exhibition also includes seven film presentations.

- The Royal BC Museum marked the centennial anniversary of the *Komagata Maru* with events around the legacy and politics of skin colour among colonized populations, the inherent conflict of adopted homelands and how the anti-colonial insurgencies and resurgences are connected to Indigenous politics in Canada. Facilitated discussions through the Royal BC Museum Swap Café program, followed the viewing of the film, *Continuous Journey*, which documented the arrival of the *Komogata Maru*, the enforcement of Canada's little-known immigration policy, the Continuous Journey clause, and the dire consequences that resulted from forcing the ship's return to India.

- The RBCM continued with the family program titled "Wonder Sunday" designed for children and their parents, grandparents and/or guardians to enjoy the afternoon at the museum. The program includes opportunities for families to explore First Peoples' Life through storytelling, watching a drum-maker at work, finding out how pit-houses were built, sketching animal symbols and other activities.

- Continue to create and install information kiosks throughout the galleries, to allow visitors to read information about what they are seeing, in seven different languages. (English, French, Spanish, German, Japanese, Chinese & Korean)

- The Royal BC Museum has approximately 500 volunteers who reflect the diversity of the community. Volunteers contribute over 42,000 hours of their time and are acknowledged for their length of volunteer service, up to 35 years. Volunteer positions offer an opportunity for practicing the language for those who have English as a second language.

Transportation Investment Corporation

MANDATE

Transportation Investment Corporation (TI Corp) is the public Crown Corporation responsible for funding the construction, operations, maintenance and project repayment of the Port Mann / Highway 1 Improvement (PMH1) Project through tolling using TReO, the automated and all electronic toll system on the Port Mann Bridge.

I live multiculturalism by...

Taking an interest in where people are from.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

One of TI Corp's core values — collaboration — embraces the diversity of its employees by combining knowledge and learning from the unique experiences of staff to achieve outcomes and organizational goals.

TI Corp continues to value the diversity of its employees and seeks opportunities to leverage the wide range of experiences of staff in decision-making and planning initiatives.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

EMBRACING MULTICULTURALISM IN THE WORKPLACE

As a small organization, TI Corp staff represents a diverse background of ethnic cultures. We support our employees in sharing their cultural traditions in the workplace, and believe the diversity of our staff ultimately benefits our organization and our customers in the service that we are able to provide.

Specific initiatives to foster greater engagement included the creation of departmentally diverse and collaborative working groups such as the Community Engagement Working Group.

TI Corp measures success in leading an engaged workforce through its annual employee survey, which covers a broad range of attributes including performance management and employee engagement.

Feedback from the organization's annual employee engagement survey showed that overall 90 per cent of employees felt that they worked in a respectful environment that values diversity in people and backgrounds.

TREO CUSTOMER SERVICE

Delivering customer service with respect, integrity and accountability is a key priority for TI Corp. TReO offers customer phone service in the following six languages:

» English

» French

» Punjabi

» Cantonese

» Mandarin

» Korean

TI CORP MULTICULTURAL INITIATIVES

The Port Mann Highway 1 Improvement (PMH1) Project is the largest ever transportation project in British Columbia's history. It includes the new 10-lane Port Mann Bridge, 37 kilometres of highway widening and the replacement of nine interchanges from Vancouver to Langley, relieving the worst traffic bottleneck along B.C.'s busiest corridor. Construction took place over six years (2009 to 2015). Drivers are benefiting from a safer and more reliable corridor and saving up to an hour a day.

The PMH1 Project encompasses multiple municipalities in the Lower Mainland, as well as First Nations traditional territories. Wherever possible, TI Corp works closely with First Nations communities and incorporates traditional knowledge into the planning and design of wildlife and habitat enhancement projects along the PMH1 corridor.

The First Nations Fisheries Legacy Fund (FNFLF), in partnership with Transportation Investment Corporation (TI Corp) and Metro Vancouver, successfully completed a $2.5 million habitat enhancement project at Surrey Bend Regional Park (Surrey, B.C.) as part of the PMH1 Project.

The Surrey Bend Habitat Enhancement Project marks the first completed project led by the FNFLF, which is co-managed by Six Lower Mainland First Nations – Katzie, Kwantlen, Kwikwetlem, Musqueam, Tsawwassen and Tsleil-Waututh.

The FNFLF will be a long-term, self-sustaining fund, which will allow the six First Nations collaborate more closely, expand areas of expertise and create new partnerships in the region to better manage and improve fish and fish habitat.

Notes

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